

North Carolina Capital Area Metropolitan Planning Organization

2024 Coordinated Public Transit-Human
Services Transportation Plan Update



**Final
Report**

ADOPTED

9/18/24



NC Capital Area Metropolitan Planning Organization

Acknowledgments

Development of the 2024 Coordinated Public Transit-Human Services Transportation Plan update was a collaborative process that involved numerous stakeholders and organizations including the Mobility Coordination Committee, the Wake Transit Program Communications Engagement Subcommittee and the Capital Area Metropolitan Planning Organization (CAMPO) staff. Special thanks to Stephanie Plancich, Bonnie Parker, Andrea Epstein, Anita Davis, Fabian Rodriguez, Sharon Peterson, Katie Schwing, and Francis Bisby. Their efforts are greatly appreciated.

Stakeholders

1. The Arc of the Triangle (DBA Triangle Disability & Autism Services)
2. Cardinal Transport LLC
3. The Center for Volunteer Caregiving
4. Clayton Center for Active Aging
5. Duke Health
6. Families Together
7. Fresenius Kidney Care East Johnston
8. Harnett Area Rural Transit System (HARTS)
9. Harris Creek Elementary School
10. Haven House Services
11. Holly Springs Apartments
12. LGBT Center of Raleigh
13. Lillington-Shawtown Elementary School
14. Mariam Clinic
15. Meals on Wheels Wake County
16. Racial Equity Social Justice (CAG)
17. Renewed Strength Counseling Services
18. Research Triangle Foundation of North Carolina
19. Town of Apex
20. Town of Archer Lodge
21. Town of Cary
22. Town of Morrisville
23. Wake County Eastern Regional Center
24. Wake County Health and Human Services
25. Wake County Health and Human Services Departure Center
26. Wake County Northern Regional Center
27. Wake County Public Libraries
28. Wake County Southern Regional Center
29. Women's Center of Wake County
30. The Woods at Avent Ferry

Transit Provider Stakeholders

1. GoCary
2. GoRaleigh
3. GoTriangle
4. GoWake Access
5. Harnett Area Rural Transit System (HARTS)
6. Johnston County Area Transit System (JCATS)
7. Kerr Area Transportation Authority (KARTS)
8. North Carolina State University – Wolfline

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Organizations

- Apex Senior Center
- A Place at the Table
- Benson Center for Active Aging
- Cary Senior Center
- City of Raleigh Men’s Shelter
- Eastern Regional Center
- Garner Senior Center
- John P. Greene Community Center
- Knightdale East Regional Library
- Smithfield Senior Dining Center
- South Granville Senior Center
- The Harrison Center for Active Aging
- Walnut Terrace Public Housing
- Wendell Community Center
- Wendell Community Library
- White Oaks Foundation
- Zebulon Community Library

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Executive Summary

Introduction

The 2024 Coordinated Public Transit – Human Services Plan (Coordinated Plan) seeks to identify practical strategies for improving day-to-day mobility/transportation for all persons residing within CAMPO’s jurisdictional area (all of Wake County and portions of Chatham, Franklin, Granville, Harnett, and Johnston counties). The Plan recommends regional priorities for transportation investments and initiatives for human services and public transit coordination. It also guides funding and service development for transportation projects supporting older adults, people with disabilities, and individuals with low income. Historically, these demographic groups have fewer transportation options and often must rely on public transportation services, social services, community organizations, family, or friends. The Plan serves as a federally required update to the 2018 Coordinated Public Transit – Human Services Transportation Plan, and lastly considers and harmonizes previous coordinated plan and other key regional plan recommendations including, but not limited to, the new mobility management program. The vision for the region is for human service and public transit agencies to work closer together to understand options and availability of resources outside of their perspective areas, to coordinate and partner more to optimize the MCC /MM program visions with the overall goal of this plan is to improved mobility and regional coordination for all people in the CAMPO region. This Executive Summary highlights the project work and tasks by chapters used to develop the strategies, overall goals and recommendations of the 2024 Plan.

Summary of 2018 Coordinated Plan Goals and Recommendations

The 2018 Coordinated Plan included a total of 13 goals spanning from the year 2018 to beyond year 2026. The goals included multiple milestones or tasks. Three of those goals are considered completed. Another three goals included some completed milestones or tasks that are ongoing and/or under development.

The three goals that are considered complete include creation of an organizational structure (the Mobility Coordination Committee), monitoring of the State’s Medicaid program transition, and development of a Mobility Management Program (through completion of CAMPO’s 2022 Mobility Management Implementation Study). 2018 Plan goals that have not yet been completed, were reviewed and are included in the recommended 2024 Plan strategies in Chapter 8.

Project Goals

Based on the needs and service gaps identified during the 2024 planning effort as well as progress from the 2018 Plan and other key regional plans and efforts, overall goals for the 2024 Coordinated Plan are to:

1. Develop policies and programs to support mobility coordination efforts across the CAMPO and adjacent regions.
2. Coordinate ADA paratransit services and policies throughout the CAMPO region (and adjacent Triangle area) as able.
3. Support transportation services and programs that address the changing needs of the CAMPO region.
4. Raise awareness of mobility options throughout the CAMPO region.

Each of the goals proposed for the 2024 Coordinated Plan are consistent with goals contained within other recent relevant plans prepared for the CAMPO region, including the 2018 Coordinated Plan. The proposed project goals are intended to be overarching guidance for the committee and region. In Chapter 8, each goal is supported by one or more sub-goals and recommended strategies.

Literature Review

The Literature Review in Chapter 4 evaluates completed studies and plans to ensure that mobility- and coordination-related recommendations are appropriately considered for inclusion within the 2024 Coordinated Plan. A summary of each document is provided, along with the sponsoring plan organization, the completion or adoption dates, and the geographic area represented by the study or plan. In addition, each entry documents key findings and recommendations, summarizes recommendations that have already been addressed and/or implemented, and identifies recommendations that have yet to be implemented which should be coordinated, as able, with recommendations included in the 2024 Coordinated Plan Update.

The documents included within this literature review include the:

1. 2018 Updated Coordinated Public Transit-Human Services Transportation Plan for Wake County and the Raleigh Urbanized Area (adopted February 2019)
2. Mobility Management Implementation Study (completed June 2023)
3. Wake County Transit Plan Update (adopted April 2021)
4. Wake Bus Plan, FY 2025 – FY 2030 (completed May 2023)
5. GoCary Short Range Transit Plan, FY 2025 – FY 2027 (completed May 2023)
6. GoRaleigh Short Range Transit Plan, FY 2025 – FY 2027 (completed May 2023)
7. GoTriangle Wake County Short Range Transit Plan, FY 2025 – FY 2027 (completed May 2023)
8. Connect 2050 (The Research Triangle Region’s Metropolitan Transportation Plan) (adopted February 2022)
9. Triangle Transportation Choices/TDM Program (FY 2022/23 annual report)
10. Northeastern Wake County – NC Rural Micro-transit Service Plan (completed March 2021)
11. Town of Fuquay-Varina and Wake County Micro-transit Study (completed December 2019)
12. Community Health Needs Assessment and Improvement Plan (April 2022)
13. North Carolina Statewide TDM Plan (January 2018)

Regional Existing Conditions and Service Inventory

The purpose of the Regional Existing Conditions and Service Inventory in Chapter 5 is to provide a baseline summary of the public transit and transportation landscape within the CAMPO region. The first section provides an overview of the transportation services operating within the CAMPO region. A complete inventory of all transportation services discussed within Chapter 5 is provided in Appendix A. Supplemental information about the public transit services, inclusive of service area maps and performance data, is provided in Appendix B.

The second section offers a summary of funding sources used by transportation providers within the CAMPO region. Finally, the third section looks at socio-economic and demographic data that includes a review of target populations. This data is presented in narrative form as well as GIS mapping.

Summary of Public Engagement

The goal of any public engagement effort is to encourage feedback from all sectors of the community to ensure the identification of those transportation needs and priorities proposed for inclusion in project plans such as the 2024 Coordinated Plan are fair across all levels of society. Public engagement provides decision-makers with relevant, applicable information prior to decision-making, and provides the public an opportunity to raise concerns and share perspectives that can be considered with discussion of technical, political, and economic issues. This approach supports the creation of transportation solutions that are inclusive, practical, and effective.

For this plan, the approach to public engagement focused on obtaining transit needs, challenges, and practices from two primary populations: 1) stakeholders and 2) members of the general population, particularly community members of historically transportation-disadvantaged populations. Stakeholder outreach targeted more than 400 human service and social service providers as well as public transit operators through a series of stakeholder surveys as well as consultant team participation in the Mobility Coordination Committee. Community outreach included a survey available throughout the CAMPO region as well as promoted through human services and social services stakeholders, along with 17 in-person informational pop-up events held throughout the region.

A full summary of public engagement activities is included in Chapter 6 as a Communications Engagement report and follow the Wake Transit Program Transit Planning Advisory Committee's (TPAC) Community Engagement Sub-committee outreach tools, tactics and strategies. All survey instruments used in the preparation of the 2024 Coordinated Plan are provided in Appendix C. A full analysis of responses to the Human Services Stakeholder Survey is provided in Appendix D. A full analysis of responses to the Transit Operators Stakeholder Survey is provided in Appendix E. A full analysis of responses to the Community Survey is provided in Appendix F.

Needs Assessment and Service Gap/Overlap Analysis

Chapter 7 draws upon input received through the stakeholder surveys, transit operator surveys, community surveys, pop-up events, submitted comments, discussions with CAMPO staff, and feedback from the MCC. It identifies a series of mobility and transportation needs that can potentially be addressed through coordination activities. Service gaps are assessed alongside the identified needs. This process sought to identify gaps on a geographic and temporal basis, as well as those associated with eligibility. For example, a social services transportation service may be available to seniors but not low-income individuals within a specific area. This chapter also evaluates areas where service may be provided yet does not meet the transportation needs of the intended users. For example, a service that stops in a community once or twice a day, yet not when persons residing therein need to travel.

Recommended Strategies and Decision Processes

Finally, Chapter 8 identifies and recommends practical, sustainable strategies and projects to improve transportation services and coordination that strengthen the public transit - human services transportation network, thereby addressing possible gaps, overlaps, and inefficiencies in service delivery. Drawing upon prior tasks and information identified in studies, plans, programs, and discussions with the Mobility Coordination Committee, the 2024 Coordinated Plan details a list of

strategies, opportunities, and projects intended to improve transportation delivery, coordination, and efficiency especially with respect to the target populations. This chapter also defines prioritization criteria and prioritizes each recommended strategy as well as updates the CAMPO Implementation Schedule.

Strategies in Exhibit ES.1 marked with an asterisk (*) are carried forward from the 2018 Coordinated Plan. Those marked with a caret (^) were included in the Mobility Management Implementation Study and/or the Mobility Manager workplan.

Exhibit ES.1 Summary of 2024 Coordinated Plan recommendations

2024 Coordinated Plan Recommendations Implementation Table						
Timeframe	Recommendation/strategy	Effort Level	Project Lead	Receive as Information	Make Recommendations	Adopting Board(s)
Goal #1: Develop policies and programs to support mobility coordination efforts across the CAMPO and adjacent regions.						
Goal 1.1: Oversee mobility coordination efforts.						
Short-term (FY 2025-2026)	1.1.1 Transition rural transportation programs into a mobility management framework/continue development of a mobility management approach.*^	Medium	MCC	TPAC; TCC; CAMPO Board; local governments	MCC	CAMPO
Mid-term (FY 2027-2028)	1.1.2 Conduct a supply, demand, and capacity assessment for specialized transportation services in the CAMPO region.	Medium	MCC	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO
Mid-term (FY 2027-2028)	1.1.3 Evaluate the effectiveness and sustainability of the Mobility Coordination Committee.*^	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO
Goal 1.2 Refine the role/duties of the CAMPO Mobility Manager.						
Short-term (FY 2025-2026)t	1.2.1 Include enhanced service coordination in the Year 1 workplan.^	Medium	CAMPO/ MCC	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO; transit providers
Short-term (FY 2025-2026)	1.2.2 Incorporate promotion of public transportation into responsibilities.^	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO
Short-term (FY 2025-2026)	1.2.3 Build a broader coalition with human service agencies.*^	Medium	MCC	TPAC; TCC; CAMPO Board; local governments	MCC	CAMPO

Short-term (FY 2025-2026)	1.2.4 Develop emerging mobility policy.*	Medium	MCC	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO; transit providers
Mid-term (FY 2027-2028)	1.2.5 Expand emerging mobility options.*	Medium	MCC	TPAC	MCC; TCC	CAMPO; transit providers
Goal 1.3: Explore coordinating transit recruitment. Make recommendation(s).						
Short-term (FY 2025-2026)	1.3.1 Explore coordinating staff recruitment.	Medium	Transit providers	TBD	TBD	Transit providers
Timeframe	Recommendation/strategy	Effort Level	Project Lead	Receive as Information	Make Recommendations	Adopting Board(s)
Goal #2: Coordinate ADA Paratransit services throughout the CAMPO region.						
Goal 2.1: Create a regional ADA structure.						
Short-term (FY 2025-2026)	2.1.1 Explore opportunities to streamline ADA application language and processes.*	Medium	Transit providers	TPAC; TCC; CAMPO Board; local governments	MCC	Transit providers
Short-term (FY 2025-2026)	2.1.2 Coordinate no show/late cancellation policies.*	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	Transit providers
Mid-term (FY 2027-2028)	2.1.3 Explore implementation of a consistent ticketing technology.*	High	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	Transit providers
Mid-term (FY 2027-2028)	2.1.4 Create a single regional ADA User Guide.*	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	CAMPO; transit providers
Goal 2.2: Coordinate or centralize ADA service delivery.						
Mid-term (FY 2027-2028)	2.2.1 Incorporate standardized policies into ADA Plans.*	High	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	Transit providers
Mid-term (FY 2027-2028)	2.2.2 Create centralized Call Center/Scheduling Dispatch.*	High	Transit providers	TPAC; TCC; CAMPO Board; local governments	MCC	Transit providers
Mid-term (FY 2027-2028)	2.2.3 Explore common scheduling software.*	High	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	Transit providers
Long-term (FY 2029+)	2.2.4 Explore a brokerage model to better coordinate ADA Paratransit trips.*	High	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO; transit providers

Goal 2.3: Maximize efficiency of ADA paratransit services.						
Short-term (FY 2025-2026)	2.3.1 Support regional ADA service assessments..	Medium	CAMPO	MCC	MCC	CAMPO providers
Goal #3: Support transportation services that address the mobility needs of the CAMPO region.						
Goal 3.1: Address the need for cross-county medical transportation.						
Short-term (FY 2025-2026)	3.1.1 Evaluate medical transportation needs/conduct scenario planning.*	Medium	CAMPO	MCC	MCC; TCC	CAMPO; transit providers
Timeframe	Recommendation/strategy	Effort Level	Project Lead	Receive as Information	Make Recommendations	Adopting Board(s)
Mid-term (FY 2027-2028)	3.1.2 Explore the implementation of a regional (inter-county) medical shuttle.	Medium	MCC	MCC	MCC; TCC	CAMPO; transit providers
Mid-term (FY 2027-2028)	3.1.3 Secure local support for medical travel between the CAMPO region and healthcare facilities in Durham and Chapel Hill.	Medium	MCC	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO; transit providers
Goal 3.2: Enhance/expand transportation programs, as possible.						
Short-term (FY 2025-2026)	3.2.1 Expand service to the Wake Tech campus at Ten-Ten Rd. and Kildaire Farm Rd.	Medium	MCC	TBD; Wake Tech Board	MCC	CAMPO; providers
Short-term (FY 2025-2026)	3.2.2 Expand midday and weekend service capacity for Morrisville Smart Shuttle.	Medium	CAMPO; Town of Morrisville	TPAC; TCC; CAMPO Board; Town of Morrisville	MCC; TCC	Town of Morrisville
Short-term (FY 2025-2026)	3.2.3 Conduct an efficiency study of KARTS to better coordinate routed trips.	Medium	CAMPO; KARTS	TPAC; TCC; CAMPO Board; KARTS Board	MCC; TCC	KARTS; local government
Short-term (FY 2025-2026)	3.2.4 Explore the implementation of micro-transit service in Clayton.	Medium	CAMPO; JCATS	TPAC; TCC; CAMPO Board; JCATS Board	MCC; TCC	JCATS; local government
Short-term (FY 2025-2026)	3.2.5 Explore opportunities to increase service capacity by adding vehicles.	High	CAMPO; transit providers	TPAC; TCC; CAMPO Board	MCC; TCC	CAMPO; transit providers
Short-term (FY 2025-2026)	3.2.6 Identify dedicated funding mechanisms for rural transit agencies.	High	CAMPO; JCATS	TPAC; TCC; CAMPO Board; Rural Boards	MCC; TCC	local government



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Mid-term (FY 2027- 2028)	3.2.7 Expand service hours and days in rural areas as warranted.	Medium	CAMPO; transit providers	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO; transit providers
Mid-term (FY 2027- 2028)	3.2.8 Continue to expand public transportation access in eastern Wake County.	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO; transit providers

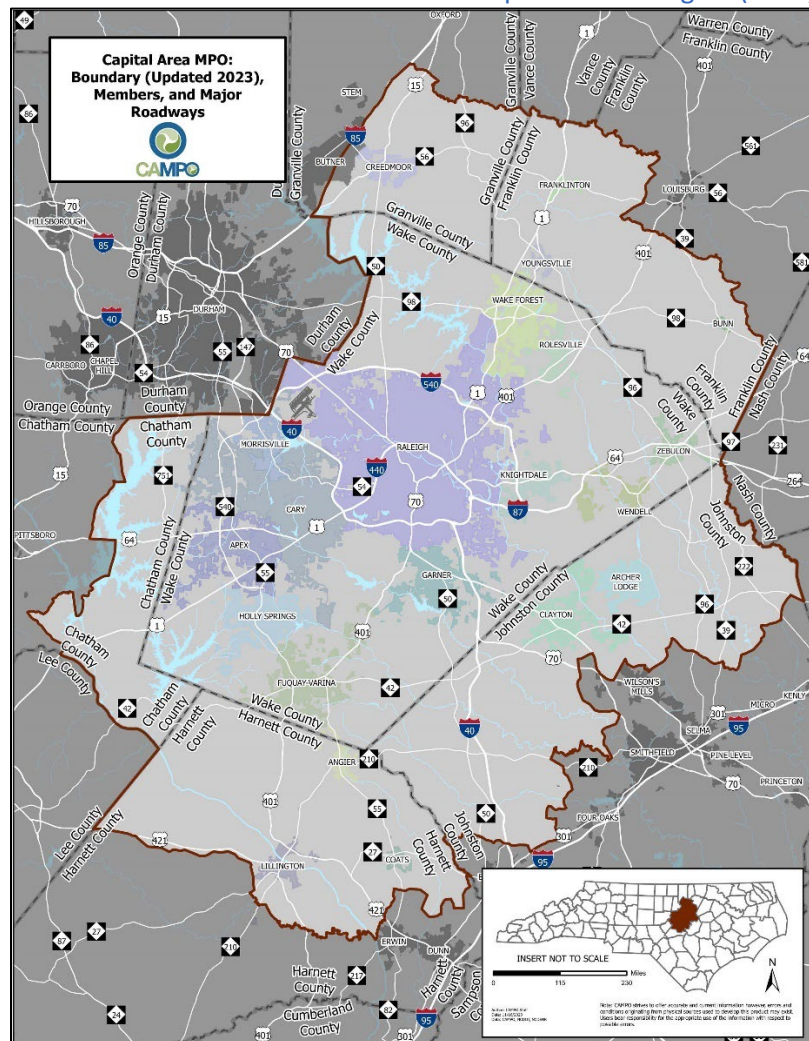
Timeframe	Recommendation/strategy	Effort Level	Project Lead	Receive as Information	Make Recommendations	Adopting Board(s)
Goal 3.3: Address safety fears. Consider alternatives to non-traditional transportation services						
Short-term (FY 2025-2026)	3.3.1 Explore the need for a Lyft/Uber voucher or subsidy program to address the needs of vulnerable populations.	Medium	MCC	TPAC; CAMPO Board; human service agencies	MCC	CAMPO; transit providers, human service agencies
Short-term (FY 2025-2026)	3.3.2 Increase access to volunteer driver programs.	Medium	MCC	TPAC; TCC; CAMPO Board; human service agencies	MCC	CAMPO; human service agencies
Goal #4: Raise awareness of mobility options throughout the CAMPO region.						
Goal 4.1: Expand access to informational materials.						
Short-term (FY 2025-2026)	4.1.1 Prepare informational materials targeted to decision-makers and stakeholders regarding the benefits of public transportation, including mobility programs for seniors and persons with disabilities.^	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	CAMPO
Short-term (FY 2025-2026)	4.1.2 Research and support the expansion of language and accessibility improvements for transit service information.	Low	Transit providers	CAMPO Board; transit providers	MCC	Transit providers
Short-term (FY 2025-2026)	4.1.3 Ensure transit vehicles are effectively accessible to enhance ease of travel.	Low	Transit providers	CAMPO Board; transit providers	MCC	Transit providers
Mid-term (FY 2027-2028)	4.1.4 Develop travel training program to support use of fixed-route services.*^	Medium	MCC	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO; transit providers
Mid-term (FY 2027-2028)	4.1.5 Enhance transit awareness through additional marketing.^	Low	Transit providers	TPAC; TCC; CAMPO Board; local governments	MCC	CAMPO; transit providers

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Chapter 1 | Introduction

The 2024 Coordinated Public Transit – Human Services Plan (Coordinated Plan) seeks to identify practical strategies for improving day-to-day mobility/transportation for all persons residing within CAMPO’s jurisdictional area (all of Wake County and portions of Chatham, Franklin, Granville, Harnett, and Johnston counties). The Plan recommends regional priorities for transportation investments and initiatives for human services and public transit coordination considering other recent, relevant regional plan recommendations. It also guides funding and service development for transportation projects supporting older adults, people with disabilities, and individuals with low income. Historically, these demographic groups have fewer transportation options and often must rely on public transportation services, social services, community organizations, family, or friends. Lastly, the Plan serves as a federally required update to the 2018 Coordinated Public Transit – Human Services Transportation Plan.

Exhibit 1.1 Map of CAMPO region (2023)



The Coordinated Plan, which is updated approximately every five years, also seeks to identify practical, sustainable, and cost-effective strategies for improving public transportation and human services transportation throughout CAMPO’s jurisdictional area. Recommendations in the 2018 Coordinated Plan included:

- Extended public transit service hours,
- Improved schedule coordination,
- Improved connectivity between public transit operating within the Capital Area,
- Introduction of a Mobility Coordination program,
- New micro-transit and on-demand transportation services,
- Monitoring the State’s Medicaid Program and
- Funding for vehicles for social and community service organizations.

Preparation of the 2024 Coordinated Plan incorporated a variety of community engagement and public participation opportunities such as a community survey, human services stakeholder survey, transit operator stakeholder survey, informal pop-up information-sharing events, and a project information website (<https://publicinput.com/coordinatedplan2024>).

Why Coordinated Planning?

In the Capital Area, as in many locales, multiple federal, state, and local programs (such as the Departments of Agriculture, Education, Health and Human Services, Veterans Affairs, etc.). fund or support transportation services for their clients. Many of these “human service transportation” funding programs are entirely separate and distinct from transportation funding and service provided by the U.S. Department of Transportation and Federal Transit Administration (FTA). Due to a variety of differing rules, regulations, and processes, human service and public transportation programs are not always mutually supportive or coordinated. The lack of coordination means some systems and programs are duplicative, overly complex, expensive, and difficult to understand and use. The goal of coordination planning is to untangle the separate systems and encourage them to complement each other and work towards an accessible, easy-to-use system.

Additionally, coordinated planning also serves to help unify urban and rural transit services, making the various types of transit systems more seamless for end users.

Chapter 2 | Summary of 2018 Coordinated Plan Goals and Recommendations

The 2018 Coordinated Plan included a total of 13 goals that spanned implementation years 2019 through 2025 and beyond. Several of the goals included multiple milestones or tasks. Three of those goals (23.1 percent) are considered completed. Another three goals (23.1 percent) included some completed milestones/tasks or milestones/tasks that are ongoing/under development.

Exhibit 2.1 Summary of 2018 Coordinated Plan goals

Recommended Implementation Schedule 2018 Coordinated Plan			
	Goals/Milestones/Tasks	Completed	Next Steps
1.1	Create organizational infrastructure	2/20/2020	Monitor success of MCC
1.2	Create regional ADA structure	TBD	Coordinate with FY24 plan update
1	Consistent ADA application and eligibility process	TBD	Coordinate with FY24 plan update
2	Uniform application materials and process	TBD	Coordinate with FY24 plan update
3	Joint contract Independent Functional Assessment	Completed	None
4	Consistent no show/late cancellation definitions	TBD	Coordinate with FY24 plan update
5	Coordinated no show/late cancellation policies	TBD	Coordinate with FY24 plan update
6	Consistent fare structures, tix media and outlets	Completed	Continuously monitor
7	Consistent ticketing technology	TBD	Coordinate with FY24 plan update
8	Create a single User Guide	TBD	Coordinate with FY24 plan update
9	Recommend prioritized program improvement opportunities	Completed	None
10	Incorporate standardized policies into ADA Plans	TBD	Coordinate with FY24 plan update
	Prepare uniform ADA Gap methodology	Completed	None
	Develop/create an ADA regional map	Completed	Add systems & transfer points
	Prepare uniform sign/close-out sheet for MCC	Completed	None
1.3	Coordinate or centralize ADA service delivery	TBD	Coordinate with FY24 plan update
1	Create centralized Call Center/Scheduling Dispatch	TBD	Coordinate with FY24 plan update
	Review with Raleigh-Wake maintenance facility plans	Ongoing	NCDOT/FTA
2	Explore common scheduling software	TBD	Coordinate with FY24 plan update
3	Develop Travel Training Program for fixed route	TBD	Coordinate with FY24 plan update
1.4	Monitor State's Medicaid Program Transition	Completed	Continuously monitor
1.5	Rural Transportation Program/Develop MM Approach	Ongoing	Coordinate with FY24 plan update
1	Increase information about availability of service	TBD	Coordinate with FY24 plan update
2	Build a broader coalition with human service agencies	Ongoing	Coordinate with FY24 plan update
1.6	Develop Mobility Management Program	Completed	Implement program
2.1	Develop emerging mobility policy	Ongoing	Coordinate with FY24 plan update
2.2	Evaluate regional approach for brokerage model	TBD	Coordinate with FY24 plan update
2.3	Evaluate medical transportation needs/conduct scenario planning	TBD	Coordinate with FY24 plan update
3.1	Revise/expand Mobility Management Program	TBD	Coordinate with FY24 plan update
3.2	Implement brokerage model	TBD	Coordinate with FY24 plan update
3.3	Expand emerging mobility options	TBD	Coordinate with FY24 plan update
3.4	Evaluate sustainability of Mobility Coordination Committee	TBD	Coordinate with FY24 plan update

The three goals that are considered complete include creation of an organizational structure (the Mobility Coordination Committee), monitoring of the State's Medicaid program transition, and development of a Mobility Management Program (through completion of CAMPO's Mobility Management Implementation Study). Longer term goals and others that have not yet been completed are included in the recommended strategies. More discussion of each is provided in Chapter 8.

Chapter 3 | Project Goals

Based on the needs and service gaps identified during the 2024 planning effort as well as progress from the 2018 Plan and the Mobility Management Implementation Study recommendations, goals for the 2024 Coordinated Plan are:

1. Develop policies and programs to support mobility coordination efforts across the CAMPO and adjacent regions.
2. Coordinate ADA paratransit services throughout the CAMPO region.
3. Support transportation services that address the needs and connectivity of the CAMPO region.
4. Raise awareness of mobility options throughout the CAMPO region.

Each of the goals proposed for the 2024 Coordinated Plan are consistent with goals contained within other recent plans prepared for the CAMPO region, including the 2018 Coordinated Plan. Exhibit 3.1 indicates which Coordinated Plan goals are relevant to other recent planning documents.

Exhibit 3.1 Comparison of 2024 Coordinated Plan goals

2024 Coordinated Plan Goals	2018 Coordinated Plan	Mobility Management Implementation Study	Wake County Transit Plan	Wake Bus Plan	Connect 2050 Metropolitan Transportation Plan	Triangle Transportation Choices/TDM Program	Community Health Needs Assessment and Improvement Plan
Goal 1: Develop policies and programs to support coordination efforts in the CAMPO and adjacent regions.	•	•					
Goal 2: Coordinate ADA paratransit services through the CAMPO region.	•	•	•				
Goal 3: Support transportation services that address the needs of the CAMPO region.	•	•	•	•	•	•	•
Goal 4: Raise awareness of mobility options throughout the CAMPO region.	•	•				•	•

All of the proposed project goals are intended to be overarching guidance for the project. In Chapter 8, each goal is supported by one or more sub-goals and recommended strategies.

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Chapter 4 | Literature Review

The purpose of the Literature Review is to evaluate completed studies and plans to ensure that mobility- and coordination-related recommendations are appropriately considered for inclusion within the updated Coordinated Public Transit-Human Services Transportation Plan. A summary of each document is provided, along with the sponsoring organization, the completion or adoption dates, and the geographic area represented by the study or plan. In addition, each entry documents key findings and recommendations.

The documents included within this literature review include:

1. 2018 Updated Coordinated Public Transit-Human Services Transportation Plan for Wake County and the Raleigh Urbanized Area (adopted February 2019)
2. Mobility Management Implementation Study (completed June 2023)
3. Wake County Transit Plan Update (adopted April 2021)
4. Wake Bus Plan, FY 2025 – FY 2030 (completed May 2023)
5. GoCary Short Range Transit Plan, FY 2025 – FY 2027 (completed May 2023)
6. GoRaleigh Short Range Transit Plan, FY 2025 – FY 2027 (completed May 2023)
7. GoTriangle Wake County Short Range Transit Plan, FY 2025 – FY 2027 (completed May 2023)
8. Connect 2050 (The Research Triangle Region’s Metropolitan Transportation Plan) (adopted February 2022)
9. Triangle Transportation Choices/TDM Program (FY 2022/23 annual report)
10. Northeastern Wake County – NC Rural Micro-transit Service Plan (completed March 2021)
11. Town of Fuquay-Varina and Wake County Micro-transit Study (completed December 2019)
12. Community Health Needs Assessment and Improvement Plan (April 2022)
13. North Carolina Statewide TDM Plan (January 2018)

2018 Updated Coordinated Public Transit-Human Services Transportation Plan for Wake County and the Raleigh Urbanized Area

CAMPO

2018 Update adopted by CAMPO Board February 1, 2019
Amendment #1 adopted by CAMPO Board February 19, 2020

Geographic area: Wake County and Raleigh urbanized area

Summary:

The 2018 Coordinated Public Transit-Human Services Transportation Plan Update set regional priorities for transportation investments and initiatives for human services and public transit coordination. The Plan guided funding and service development for transportation projects supporting older adults, people with disabilities and individuals with low incomes. It also served as a federally required update to the 2013 Coordinated Human Services Transportation Plan.

The 2018 Updated plan was completed in concert with the Wake Bus Plan, a larger effort designed to guide transit service and capital investments associated with the Wake Transit Plan to coordinate the major transportation planning efforts in the region.

The Plan consisted of four primary activities following the prescribed federal format:

- Task 1: Inventory assessment and gap analysis;
- Task 2: Identify strategies to address service gaps and improve efficiency;
- Task 3: Stakeholder and community input; and
- Task 4: Draft and Final Coordinated Public Transit-Human Services Transportation Plan.

A working group created as a sub-committee of the Wake Transit Bus Plan Core Technical Team led the development of the 2018 Updated Plan, with oversight provided by the Wake County Transit Planning Advisory Committee (TPAC).

The 2018 Updated Plan was amended in February 2020 to make a few material changes. These revisions included:

- Name change from the Coordinated Human Services Public Transportation Plan to the Coordinated Public Transit-Human Services Transportation Plan to be consistent with the Federal Transit Administration's terminology;
- Clarification of roles and responsibilities;
- Clarification of the reporting structure; and
- Modification of the timeline for implementation of the Mobility Management Program.

Key findings and recommendations:

The transit network in 2018 covered large portions of Wake County, but the Coordinated Plan found that significant gaps in service remained.

- ADA service coverage increases considerably as the Wake Transit Plan is implemented such that by 2027 the vast majority of eligible residents in Raleigh and Cary will have access to ADA services.
- The span of service will also substantially increase over time. The span of service will also be implemented more consistently such that in most cases will include 16-18 hours per day on weekdays and 14-16 hours on weekend days.
- Despite the increase in service, there are still large areas, including urbanized areas, in Wake County that will not have access to ADA service. These areas include southwest Wake County surrounding Holly Springs and between Holly Springs and Fuquay-Varina. Another gap in the ADA network lies in northeastern Wake County in the area surrounding Wake Forest. Many of these gaps are addressed in the Wake Bus Plan through expansion of peak-hour routes to all-day routes and the designation of micro-transit service areas.

Areas outside of the ADA network rely on GoWake Access and other human service agency services coverage for public transportation.

Additional service needs, identified through a combination of data analysis and stakeholder input, were also noted.

- Travel across county borders, including between Wake and Durham Counties but also between Wake and Orange Counties; and Wake and Johnston Counties. Cross-county trips are difficult to fund, especially for riders relying on ADA paratransit service.
- More public transit and human service generally, especially service that is available on evenings and weekends. Stakeholders expressed a need and an interest for more transportation service, especially door-to-door services available to individuals for quality-of-life trips (i.e., grocery shopping, exercise classes, etc.) as well as agency trips.
- The ability to reserve and schedule trips is currently limited and difficult to make, especially outside of regular business hours. Most agency trips also require advance planning and do not offer enough flexibility for many riders.
- Information and reservations systems have improved, however, riders and agency representatives still expressed concern with the eligibility and reservation systems. They said the systems are not easy for customers to use and understand. In addition, information on new services or travel opportunities is limited.
- There are also opportunities to increase the use of technology in Wake County's human service transportation network.

The 2018 Coordinated Plan also found that increased sprawl and suburbanization is creating more demand for human service transportation in more places, which will result in a greater cost. The expansion of the urbanized area also impacts the region's eligibility for rural transit funding.

Tier 1 recommendations represented short-term Plan goals, slated for completion between 2019 and 2022. Seven Plan goals fell into this category. While some have been completed, many remained in progress as of FY 2023/24.

1. Goal 1.1: Establish the MCC. – Completed
2. Goal 1.2: Create a consistent framework and structure for Wake County’s ADA services. – In progress
 - a. Set consistent fare structures, tickets, media, and outlets. – Completed
 - b. Establish a universal ADA application and eligibility process and develop uniform application materials and processes. – To be determined
 - c. Joint contracting for functional assessments. – Completed
 - d. Regional ADA Gap Methodology and service map. – Completed
 - e. Coordinated and consistent no-show/late cancellation policies. – In progress/to be determined
 - f. Consistent ticketing technology. – To be determined
 - g. Incorporating standardized policies into ADA plans. – To be determined
 - h. Creating a Single User Guide. – To be determined
3. Goal 1.3: Coordinate the management and delivery of ADA services. – In progress
4. Goal 1.4: Support and monitor ongoing changes in the State’s Medicaid program. – Completed/ongoing
5. Goal 1.5: Transition rural transportation programs into a mobility management framework/develop a mobility management approach. – In progress
6. Goal 1.6: Develop a Mobility Management Program. – In progress
7. Goal 2.1: Develop Emerging Mobility Policy. – In progress

The MCC continues to address goals that are not yet complete, including the mid- and long-term goals listed below. They are incorporated into the 2024 Coordinated Plan.

- Goal 2.2: Evaluate brokerage model; develop MOU for implementing a regional approach. (mid-term)
- Goal 2.3: Evaluate medical transportation needs/conduct scenario planning reflected in recommended plan updates. (mid-term)
- Goal 3.1: Revise/expand Mobility Management Program. (mid-term)
- Goal 3.2: Implement brokerage model. (long-term)
- Goal 3.3: Expand Emerging Mobility options. (long-term)
- Goal 3.4: Evaluate sustainability of Mobility Coordination Committee. (long-term)

Mobility Management Implementation Study

CAMPO/City of Raleigh/Wake County/Town of Cary

(prepared by Nelson\Nygaard)

Completed June 2023

Geographic area: Wake County

Summary:

The Mobility Management Implementation Study was intended to guide the creation of a regional mobility management structure developing a mobility management program. Working with a consultant, the study team worked to provide expert assistance in developing the mobility management program. The project study team was supported by a Technical Steering Committee made up of regional agency stakeholders along with the Mobility Coordination Committee.

The updated 2018 Coordinated Public Transit – Human Services Transportation Plan for Wake County and the Raleigh urbanized area was approved in February 2020. The ultimate objective of a coordinated plan is to create a seamless transportation system, which maximizes mobility for individuals, eliminates barriers for travelers and achieves operational efficiency.

The project team provided information and outreach to boards/stakeholders during the study to educate the stakeholders on mobility management programs, inform of findings and to seek input and comments on the work. The Final Mobility Management Implementation Study report was completed in June 2023.

The Study included three major goals:

1. Through engagement, outreach, and coordination, offer consistent and easily accessible information on available public transportation services;
2. Through data collection, needs assessment, and program design, better address the concerns of people who face mobility challenges; and
3. Through mobility management program evaluation and refinement, promote and improve coordination and use of technology among providers leading to a better user experience, more transportation services, and reduced operating costs.

Key program recommendations:

- Create a new position of Regional Mobility Manager to oversee the program.
- Establish a work plan that ensures the mobility manager works closely with the region's public transportation providers and meets with other agency staff that work with individuals that need transportation.
- Charge the region's Mobility Coordination Committee (MCC) with providing guidance and support to the mobility manager.
- Initially fund the program with federal funds with the local match provided by CAMPO member dues.

Actions already addressed/implemented:

- A Mobility Manager was hired in January 2024.
- The Mobility Coordination Committee is governed by the CAMPO Executive Board, and reports to the CAMPO Technical Coordinating Committee (TCC) and the Wake Transit Planning Advisory Committee (TPAC) as required. The MCC is supported by CAMPO staff. It presently includes three subcommittees: MCC Administration (led by CAMPO), ADA Services (led by GoRaleigh), and Community Transportation (Rural) Services (led by GoWake Access).
- Work with the MCC to help develop future CPT-HSTP recommendations. This is through the 2024 Coordinated Plan update.

The MMIS included several additional recommendations, several of which are reflected in the 2024 Coordinated Plan strategies, which will also be addressed through the Mobility Management Program and the Mobility Manager's annual work plan.

- Consolidate, centralize, and maintain current transportation information for individuals seeking rides and for those working with riders (e.g., social workers, employers, healthcare providers, etc.)
- Implement the communications and outreach strategy aimed at building partnerships with providers and others and marketing available mobility management services.
- Collaborate with providers of travel training services (transit agencies, schools, nonprofits, etc.) to expand travel training opportunities throughout the region.
- In consultation with the MCC and other coordinating bodies such as the CAMPO TCC and the Wake Transit Transportation Planning Advisory Committee (TPAC), develop and maintain performance monitoring and tracking tools that include both quantitative and qualitative information to improve coordination, regional transportation planning, and internal and external reporting. Share results with the full MCC every six months and with the TCC/TPAC/Executive Board at least once per year.
- Use lessons learned and trends analyses to revisit MMP program design and suggest changes.
- Determine the longer-term potential for trip sharing, especially among rural providers, including the potential of technology to facilitate it.

Wake County Transit Plan Update CAMPO/GoTriangle

Adopted by CAMPO Executive Board on April 21, 2021

Adopted by GoTriangle Board on April 28, 2021

Geographic area: Wake County (county-wide)

Summary:

The Wake County Transit Plan and 2021 update were built around four “Big Moves” that collectively connect the region across county lines; link Wake County communities to the transit network; provide frequent, reliable urban mobility to the densifying areas of the county; and enhance access to transit across Wake County. These goals require tripling bus service in the county, investing in Bus Rapid Transit (BRT) infrastructure, developing commuter rail service, and improving the customer experience.

The 2021 update extended the planning and funding horizon through 2030. It is expected to be updated every four years.

The Update projects extensive population growth by 2035, increasing by more than 460,000 between 2017 and 2035. Growth is anticipated to occur throughout the county, especially in suburban and rural areas such as Holly Springs, Fuquay-Varina, Garner, Knightdale, and Wendell. Population growth is expected to be accompanied by job growth as well, with 63 percent increase in employment by 2035. The Plan concludes a clear projected increase in transit demand, especially in more dense and urban areas.

Key findings:

- Big Move 1: Connect Regionally
 - 37-mile commuter rail connecting Garner, Raleigh, North Carolina State University, Cary, Morrisville, RTP, Durham, and Duke University
 - Enhanced connections to RDU and Chapel Hill
- Big Move 2: Connect all Wake County communities
 - Service to all 12 municipalities, to RDU and RTP, and to Durham and Chapel Hill
- Big Move 3: Frequent, reliable urban mobility
 - Approximately 99 miles of frequent network and up to 47 miles of BRT infrastructure
- Big Move 4: Enhanced access to transit
 - Triple amount of bus service in Wake County
 - Increased hours of service on weekdays and weekends
 - Matching funds for community-based transit services in smaller municipalities

Recommendations:

- Big Move 1: Connect Regionally
 - Improvements to express bus service between Wake and Durham counties completed
 - Improvements to service to RDU completed
 - Commuter rail construction planned to be completed in 2028-2030 timeframe
 - Wake BRT extensions to Research Triangle Park and Clayton added to plan to begin operations in 2028-2030 timeframe

- **Big Move 2: Connect all Wake County communities**
 - All Wake County communities connected with fixed-route bus service
 - Increased service to RTP and RDU implemented
 - Further span and frequency improvements planned for connections to Apex, Morrisville, and RTP
 - Some routes may not reach originally planned build-out by 2030
- **Big Move 3: Frequent, reliable urban mobility**
 - Expanded frequent and BRT networks beyond 83 miles to approximately 99 miles
 - New Bern BRT to begin operations in 2023-2025 timeframe
 - Western BRT to begin operations in 2026-2028 timeframe
 - Southern BRT to begin operations in 2027-2029 timeframe
 - Northern BRT to begin operations in 2028-2030 timeframe
 - Wake BRT extensions to RTP and Clayton to begin operations in 2028-2030 timeframe
- **Big Move 4: Enhanced access to transit**
 - 47 percent of all bus expansion investment has been implemented
 - Introduction of Town of Morrisville Smart Shuttle service
 - Introduction of GoApex Route 1
 - 53 percent of all bus expansion investment has yet to be implemented
 - 100 percent of originally planned funding for Community Funding Area Program and Go Wake Access services are still included
 - Over 90 percent of originally planned bus service expansion to be funded within 2030 horizon.
- **Beyond 2030:**
 - Increase bus service frequency
 - Add new bus routes within the county and increase frequency and duration of connections to municipalities
 - Add commuter rail service on the northern rail corridor
 - Increase frequency on the east-west rail corridor
 - Extend the east-west CRT line past Garner into Johnston County, and/or past Durham into Orange and Alamance counties
 - Extend BRT improvement further along the first four corridors
 - Continue to improve bus stops and access to bus stops
 - Continue to identify and take advantage of opportunities to invest in transit-supportive infrastructure

Wake Bus Plan, FY 2025 – FY 2030

CAMPO/GoTriangle (prepared by Nelson\Nygaard)

Completed May 2023

Geographic area: Wake County (county-wide)

Summary:

The Wake Bus Plan is the multi-year service plan required under the Wake Transit Plan. Updated every four years (beginning in 2019), the Wake Bus Plan must identify, define, and prioritize Wake County transit investments in alignment with funding available through the Wake Transit Plan. The Wake Bus Plan is a collaborative effort with transit operators, communities, stakeholders, and members of the public. The key deliverable is a financial implementation plan that programs operating and capital projects through FY 2030. It serves as a guide for the development of the annual Work Plan.

The Wake Bus Plan shares the “Four Big Moves” transit vision (detailed in the review of the Wake Transit Plan) and the investment goals of the Wake Transit Plan, which are:

- Prioritize investment in ridership-justified routes but continue investment in coverage routes.
- Build a transit network that ensures both residents and jobs in Wake County are accessible by public transportation.
- Balance investments in transit infrastructure and new services to create a network that will be robust and viable in the long term. The Wake Transit Plan emphasizes infrastructure investments that improve the speed and reliability of transit operations.
- Focus investment on projects that will enhance customer service and the user experience. The Wake Transit Plan will prioritize accessibility, comfort, security, reliability, cleanliness, courtesy, and communication.

The Wake Bus Plan focuses on operating and capital projects for GoCary, GoRaleigh, and GoTriangle. Recommendations for FY 2025 – FY 2027 are also detailed within the individual Short Range Transit Plans, which are derived from the Wake Bus Plan. Each is reviewed separately within this chapter.

Key findings and recommendations:

GoCary staff indicated three focus areas for expanding transit service in Cary:

- West and South Cary have low density, suburban style land use patterns, but are growing. As a result, they are potential areas for alternative service models or new fixed-route service.
- Improve connections to Apex and Morrisville as those areas are growing.
- Provide opportunities to connect directly to the Research Triangle Park (RTP) and Downtown Raleigh without transferring at Cary Depot or the Regional Transit Center (RTC). Currently, most services to RTP are provided by GoTriangle via connections made at RTC and Cary Depot. However, Cary recognizes that connections to RTP from West Cary would be more efficient without the need to travel to Cary Depot first.

Notable themes arising from public outreach for GoRaleigh included the following:

- Improving service frequency and on-time performance were two of the most important issues for GoRaleigh riders.
- Despite changes from COVID-19, commuting to work is still the most common trip purpose.
- Initial interest in micro-transit was low among members of the public, but many participants were also not familiar with the service model. After the project team explained the concept, people were generally open to the idea.
- There is a desire for access to rapidly developing areas of the city, such as North Raleigh.

Public input for GoTriangle service was similar to what was heard regarding GoCary and GoRaleigh:

- All-day service is a top priority on GoTriangle routes.
- Transit would be more appealing if travel times and on-time performance on regional routes were improved.

Given the planning horizon for this document has yet to commence (FY 2024/25), none of the recommendations have been addressed.

Recommendations for FY 2025 – FY 2027 for the individual transit providers are detailed under the GoCary, GoRaleigh, and GoTriangle Short Range Transit Plan reviews. Additional recommendations for FY 2028 – FY 2030, which are not detailed in the SRTPs, are listed below.

- GoCary:
 - Route 9 West Cary – new route introduced to provide service to growing region in West Cary.
 - Route 10 South Cary – new route introduced to provide service to growing region in South Cary.
- GoRaleigh:
 - Route 8 Six Forks – Realigned service to Capital Blvd and Six Forks Rd and terminate at North Hills. Increase daytime frequency to 15 minutes and extend service span. Potential coordination with future Northern BRT.
 - Route 8L Six Forks – New route that provides service on the former Route 8 alignment north of North Hills, with 30-minute frequency during peak weekday hours and 60-minute off-peak.
 - Route 16L Oberlin – Route 16 Oberlin realignment to begin at North Carolina State University, follow former routing of Route 8 north of Fairview and terminate at North Hills. Service span expanded earlier in the morning and later in the evening.
 - Route 24L New Hope Crabtree – Route 24L North Crosstown Connector realigned to connect North Hills with Wilders Grove at New Bern Avenue via St. Albans Drive, Highwoods Blvd., and Brentwood Road. Daytime frequency increased to every 15 minutes and evening service every 30 minutes weekdays and weekends. Service span begins earlier and ends later.
 - Route 28L New Hope – New route serving eastern portion of eliminated 15L, connecting Wilders Grove and Triangle Town Center, with 30-minute daytime frequency.
 - Route 15L Trawick Connector – Route discontinued with introduction of Route 28L and alignment change of Route 24L.

- Route 2L Falls of Neuse North – New route that connects the northern terminus of Route 2 to Wake Forest via Falls of Neuse Road with 30-minute frequency on weekdays and 60-minute weekend frequencies.
- Route 8L Six Forks – Increased frequency to 30 minutes all-day and on weekends.
- Route 16L Oberlin – Increased frequency to 15 minutes during the day and 30 minutes in the evening weekdays and weekends.
- Route 24L New Hope Crabtree – Extended route west to Crabtree Valley Mall.
- Route 28L New Hope – Extended route south to Poole Park and Ride.
- Route 23L Millbrook – Alignment changed to terminate in the east at Triangle Town Center and eliminating Mini-City loop.
- Route 29L Garner-Wake Tech – New route connecting Garner and Wake Tech.
- GoTriangle:
 - Route 310 Cary-Wake Tech-RTP – Frequency and span improvements and alignment change.
 - Route 300 Cary-Raleigh – Eliminated with beginning of service on Western BRT.
 - Route 200 North Hills-Durham – New regional route from North Hills to Durham Station, operating via Glenwood, US-70, S. Miami Blvd, and Durham Pkwy.
 - Route NRX North Raleigh Express – Reinstated route in North Raleigh.

In addition to the three transit operators, the Wake Bus Plan also includes a future potential project for GoWake Access. This is for a new micro-transit zone in East Wake encompassing parts of Zebulon and Wendell. While listed, it is not funded as part of the current Wake Bus Plan.

Capital investments beyond the scope of the SRTPs are listed below.

- Gorman/I-40 Park and Ride Lot construction
- Existing bus stop improvements
- Replacement fixed-route vehicle purchases
- ADA accessible and service vehicle purchases
- Triangle Town Center Transit Center (planning, design, and construction)
- Enhanced Transfer Point development
- New bus stop development
- Regional Transit Center
- Wake Forest Park and Ride Lot development

GoCary Short Range Transit Plan, FY 2025 – FY 2027

CAMPO/GoTriangle (prepared by Nelson\Nygaard)

Completed May 2023

Geographic area: Town of Cary

Summary:

The GoCary Short Range Transit Plan (SRTP) consists primarily of work completed under the Wake Bus Plan that is specific to GoCary. It also provides a detailed schedule of investments for FY 2025 through FY 2027, as well as references longer-term investments already identified.

GoCary is the transit service provider for the Town of Cary. It also operates under contract to provide transit services in other neighboring communities, including Morrisville and Apex. GoCary provides approximately 250,000 trips annually through its fixed-route and Door to Door paratransit services.

The purpose of the GoCary SRTP is to:

- Guide service investments funded through the Wake Transit Plan (Fiscal Years 2025 – FY 2027);
- Reflect GoCary goals and objectives in the short-term and align with Wake Transit Plan objectives;
- Identify projects for programming and funding in operating and capital models; and
- Engage members of the public to ensure their feedback and needs are included in Wake Transit Plan-funded investments.

Key findings and recommendations:

The SRTP considered several key strategies to guide the selection of projects submitted to the Wake Bus Plan for evaluation. They are:

- Strengthening regional connections with improved frequency and span.
- Minimizing service duplication and redundancies.
- Introducing micro-transit (or on-demand transit) to new parts of the Cary service area.
- Considering cross-regional connections.
- Anticipating opportunities to integrate local bus routes with future BRT service.
- Advancing large, planned capital investments, such as the Cary Multimodal Facility, as well as ongoing investment in passenger facilities and amenities through bus stop improvements and development of enhanced transfer points.

These ultimately resulted in the selection of a series of operating and capital projects.

Given the planning horizon for this document has yet to commence (FY 2024/25), none of the recommendations have been addressed.

Operating projects funded through the Wake County Transit Plan that were recommended for this SRTP planning period include:

- Alignment changes to Route 1 Crossroads to respond to changes in the road network and local development patterns. (No changes to the route schedule or frequency.)
- A new Route 11 East Cary, which will connect Cary Depot with North Carolina State University and the North Carolina State Fairgrounds. This will expand transit access to an unserved part of Cary.
- Increased investment in Route 12 Apex – Cary to operate the route as an all-day local service with service every 30 minutes. (The route currently operates hourly service during peak periods only.)
- Capital projects that support service projects:
 - Initiation of the Cary Multimodal Facility,
 - Development of two Enhanced Transfer Points, and
 - Ongoing investment in bus stops.

GoRaleigh Short Range Transit Plan, FY 2025 – FY 2027 CAMPO/GoTriangle (prepared by Nelson\Nygaard)

Completed May 2023

Geographic area: City of Raleigh and Wake County

Summary:

The GoRaleigh Short Range Transit Plan (S RTP) consists primarily of work completed under the Wake Bus Plan that is specific to Raleigh. It also provides a detailed schedule of investments for FY 2025 through FY 2027, as well as references longer-term investments already identified.

GoRaleigh is the transit service provider for the City of Raleigh. It operates 40 routes, including four community routes, seven express routes, four frequent routes, and 23 local routes. GoRaleigh provides approximately four million trips annually through its fixed-route and Access paratransit services.

The purpose of the GoRaleigh S RTP is to:

- Guide service investments funded through the Wake Transit Plan (Fiscal Years 2025 – FY 2027);
- Reflect GoRaleigh goals and objectives in the short-term and align with Wake Transit Plan objectives;
- Identify projects for programming and funding in operating and capital models; and
- Engage members of the public to ensure their feedback and needs are included in Wake Transit Plan-funded investments.

Key findings and recommendations:

The S RTP considered several key strategies to guide the selection of projects submitted to the Wake Bus Plan for evaluation. They are:

- A focus on high-frequency, all-day service.
- An implementation plan that decouples proposals from one another allowing for faster and lower-cost projects.
- Re-evaluating previous Wake Transit Plan service proposals based on changing demographics and shifting travel patterns from the COVID-19 pandemic and ensuring that the Plan serves the highest need areas.
- Consideration of new service types, like micro-transit.
- Anticipating and integrating with future BRT service.
- Improving the rider experience at stops and ensure smooth transfers throughout the system and across modes

These ultimately resulted in the selection of a series of operating and capital projects.

Given the planning horizon for this document has yet to commence (FY 2024/25), none of the recommendations have been addressed.

Operating projects funded through the Wake County Transit Plan that were recommended for this S RTP planning period include:

- Span and frequency improvements to 11 Avent Ferry.
- Poole Package: Splitting 18 Poole-Barwell into 18 Poole and 18L Poole-Barwell, with span and frequency improvements and the elimination of 18S Poole.
- Straightening and extending the alignment of 3 Glascock with span and frequency improvements.
- Span improvements to 12 Method.
- Northwest 2.0 Package: Elimination of 26 Edwards Mill paired with alignment changes to 27L Blue Ride-Trinity and 4 Rex Hospital.
- Alignment changes to 7L Carolina Pines with span and frequency improvements.
- Alignment and name changes to 11L Southwest, previously Buck Jones Connector, with frequency improvements.
- Extension of and added weekend service for 33 Knightdale.
- Rolesville-Wake Forest micro-transit service, which replaces Route 401X.
- New Route 14 Atlantic connecting downtown and Triangle Town Center.
- Span and frequency improvements to 2 Falls of Neuse.
- Frequency improvements to 21 Caraleigh.
- Straightening and extending the alignment of 10 Longview with span and frequency improvements.
- Old Wake Forest Package: Realignment and name change of 25L Durant paired with new route 32L Lynn Spring Forest.
- Reduction of 7 South Saunders with BRT opening.

Capital projects identified in the GoRaleigh S RTP include:

- Design and construction of the Midtown Transit Center at North Hills Mall.
- Design and land acquisition for a new park and ride at Gorman St and I-40.
- Investment in five Enhanced Transfer Points (ETPs).
- Construction of the GoRaleigh/GoWake Access Paratransit.
- Operations and Maintenance Facility.
- Improvements to existing bus stops and development of new bus stops.
- Replacement and expansion fixed-route vehicles.
- Replacement and expansion paratransit and service vehicles.

GoTriangle Short Range Transit Plan for Wake County, FY 2025 – FY 2027

CAMPO/GoTriangle (prepared by Nelson\Nygaard)

Completed May 2023

Geographic area: Wake County

Summary:

The GoTriangle Short Range Transit Plan (SRTP) consists primarily of work completed under the Wake Bus Plan that is specific to GoTriangle services in Wake County. It also provides a detailed schedule of investments for FY 2025 through FY 2027, as well as references longer-term investments already identified.

GoTriangle provide transit service throughout the Triangle region to fill in service gaps outside central urban areas and provide connections across jurisdictions. GoTriangle operates 13 regional routes operating during peak period, seven core routes with all-day and weekend service, and Access paratransit service.

The purpose of the GoTriangle SRTP is to:

- Guide service investments funded through the Wake Transit Plan (Fiscal Years 2025 – FY 2027);
- Reflect GoTriangle goals and objectives in the short-term and align with Wake Transit Plan objectives;
- Identify projects for programming and funding in operating and capital models; and
- Engage members of the public to ensure their feedback and needs are included in Wake Transit Plan-funded investments.

Key findings and recommendations:

The SRTP considered several key strategies to guide the selection of projects submitted to the Wake Bus Plan for evaluation. They are:

- Strengthening all-day regional connections.
- Re-evaluating previous Wake Transit Plan service proposals based on changing demographics and shifting travel patterns from the COVID-19 pandemic .
- Anticipating and integrating with future BRT service.
- Improving the rider experience at stops and ensure smooth transfers throughout the system and across modes.

These ultimately resulted in the selection of a series of operating and capital projects.

Given the planning horizon for this document has yet to commence (FY 2024/25), none of the recommendations have been addressed.

Operating projects funded through the Wake County Transit Plan that were recommended for this SRTP planning period include:

- Improving bus service between Durham and Raleigh to reflect pandemic recovery ridership trends, increase frequency, provide all day connections, and expand hours of service:
 - Create a new route (Route 100X) connecting Raleigh, NCSU, Regional Transit Center, and Durham Station with limited stop service every 15 minutes on weekdays, 30 minutes on weekday early evenings and weekends, and 60 minutes on weekend evenings and weekday late evenings.
 - Increase the hours of operation for the RDU Airport Shuttle with 30 minute-service to RDU Airport at all times, providing timed connections to the Route 100X and other GoTriangle routes at the Regional Transit Center.
 - Create a new express route (Route DVX) directly connecting NCSU and District Drive Park and Ride with Duke and VA Medical Centers and Duke University, with service every 30 minutes from 6 AM-10 AM in the mornings and 3PM – 8PM in the evenings.
 - To accommodate these new and improved services, the pre-pandemic service on routes 100, 105, 700, and DRX would be discontinued.
- Increase afternoon frequency on the CRX Chapel Hill-Raleigh Express.
- Extend the hours of operation for Route 300 Cary-Raleigh and improve reliability by shortening its travel path in downtown Raleigh.
- Improve the ZWX Zebulon-Wendell Express with midday service and a route realignment to serve shopping, residential neighborhoods, and other destinations in Wendell Falls and Zebulon.
- Add midday, evening, and weekend service on Route 305 between Apex and Raleigh, as well as new midday service to Holly Springs.
- Reinstate Route 311 between Apex and RTC as an hourly peak-period service.

Capital projects identified in the GoTriangle SRTP include:

- Construction and opening of Raleigh Union Station Bus Facility (RUS Bus).
- Construction and relocation of the Regional Transit Center (RTC).
- Improvements of existing park-and-ride facilities.
- Expansion of GoTriangle Operations and Maintenance Facility.
- Improvements to existing bus stops and development of new bus stops.
- Replacement and expansion fixed-route vehicles.

Connect 2050 (The Research Triangle Region's Metropolitan Transportation Plan)

CAMPO/Durham-Chapel Hill-Carrboro Metropolitan Planning Organization

Adopted by CAMPO Executive Board on February 16, 2022

Adopted by DCHCMPO Board on February 9, 2022

Document updated July 13, 2022

Amendment #1 (amended Project List) adopted by CAMPO Executive Board on August 16, 2023

Geographic area: Research Triangle region (primarily Wake and Durham counties)

Summary:

The Connect 2050 Plan included Metropolitan Transportation Plans (MTPs) for the two organizations charged with transportation decision-making in the Research Triangle Region: Capital Area Metropolitan Planning Organization (CAMPO) and Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DHCH MPO). These plans serve as guiding documents for future investment in transportation improvements and activities to match the growth expected in the region.

The MTP, which is a long-term (28-year) plan, divides projects into three time periods:

- Near-term: through 2030;
- Mid-term: 2031 through 2040; and
- Long-term: 2041 through 2050.

The vision for transportation in the region can be described as “a seamless integration of transportation services that offer a range of travel choices to support economic development and are compatible with the character and development of our communities, sensitive to the environment, improve quality of life and are safe and accessible for all.”

The Research Triangle Region is expected to add 1.2 million residents by 2050, and future growth is likely to continue to extend outward from the urbanized area.

Key findings and recommendations:

The core of the plan is a series of recommended transportation investments:

- New and expanded roads where needed, and re-designed roads for safer, better multimodal travel;
- Local and regional transit facilities and services, including rapid bus and rail lines;
- Aviation and long-distance passenger and freight rail services;
- Bicycle and pedestrian facilities, both independent projects and in concert with road projects;
- Transportation Demand Management: marketing and outreach efforts that increase the use of alternatives to peak period solo driving; and
- Technology-Based Transportation Services: the use of advanced technology to make transit and road investments more effective—including the advent of autonomous and connected vehicles.

The Plan also focuses on three issues where the ties between development and transportation investments are the most critical:

1. Transit corridor development, with an emphasis on equitable transit-oriented development and affordable housing strategies;
2. The development of “complete corridors” centered on major roadways but where multi-modal elements are especially beneficial; and
3. “Safe and healthy streets” with designs that are sensitive to the neighborhoods of which they are a part and support the needs of a full range of users.

These core investments are supported by five critical components:

1. Connecting the region’s main centers with fast, frequent, reliable rail or bus services;
2. Offering transit service to all communities that have implemented local transit revenue sources;
3. Providing frequent transit service in urban travel markets;
4. Launching on-demand micro-transit services where they can provide superior service; and
5. Supplying better transit access, from “first mile/last mile” circulator services within key centers to safe and convenient cycling and walk access to transit routes.

The Plan also includes roadway investments intended to address critical issues and focus on “complete corridors.”

The transit service recommendations included in the Plan (primarily focusing on frequent scheduled transit services and on-demand micro-transit services) generally reflect those set forth in the Wake County Transit Plan (which has a planning horizon through 2030). As discussed in the review of that document, several frequency-related recommendations have been implemented, with others slated for later in that plan’s horizon. Micro-transit services have been implemented in Morrisville and northeast Wake County.

In addition, capital improvements to transit facilities, including construction of the Raleigh Union Station Bus Center – are already underway.

Transit-related frequency improvements, micro-transit, and other relevant recommendations that have yet to be implemented are included under the review of the Wake County Transit Plan.

Triangle Transportation Choices/TDM Program

Central Pines Regional Council (formerly Triangle J Council of Governments)

Geographic area: The Research Triangle region

Summary:

Originally called the Triangle Transportation Demand Management (TDM) Program, in FY 2020/21 the program was rebranded as Triangle Transportation Choices. In addition, CAMPO and DCHC MPO adopted TDM as one of their seven top policy priorities for the Triangle metro region. The program also worked to integrate equity and inclusion into service delivery in an intentional way.

Oversight for the Triangle Transportation Choices program is provided by an Oversight Committee comprised of representatives from the three ongoing program funders (CAMPO, DCHC MPO, and NCDOT) and two advisory members: one each from the NC Department of Environmental Quality's Division of Air Quality and the Central Pines Regional Council (formerly Triangle J Council of Governments).

This section provides a general summary of the Triangle Transportation Choices TDM Program rather than a specific document.

Key findings and recommendations:

In FY 2022/23, the most recent year for which an annual impact report was released, the Triangle Transportation Choices Program awarded 18 TDM grants, including six new partners funded through the Equity & Inclusion Pilot Initiative (one of which pulled out due to internal challenges among the project partners). A total of \$1.66 million was funded across all projects, including \$186,111 for the equity pilot grantees. That year the program included the following entities:

- Central Pines Regional Council (TDM program administrator) (formerly TJCOG)
- GoTriangle – Regional Sustainable Transportation Services (programming to support local service providers; Share the Ride NC ridematching platform; GoPerks commuter incentives, regional outreach, transit information center, vanpool program; partnerships with Town of Chapel Hill, UNC, NCSU, City of Raleigh)
- Local Service Providers:
 - Black Girls Do Bike: Raleigh Durham (Equity grantee) (activities supporting women of color who are interested in cycling; safety training; partnerships with Bike Durham, Arise Collective, GoTriangle, and Cycle NC)
 - Empower All Incorporated (Equity grantee) (promotes alternative commute choices as part of its mission empowering historically marginalized communities; partnerships with Oaks and Spokes, Southeast Raleigh Promise, Safe Routes to Schools, and GoTriangle)
 - Arise Collective (Equity grantee) (supporting women returning to the community from prison by promoting alternative commute choices and improved access to transportation; partnerships with GoTriangle, Black Girls Do Bike, and Oaks and Spokes)
 - Southeast Raleigh Promise (Equity grantee) (community engagement in southeast Raleigh to understand transportation needs and promote alternative transportation;

- partnerships with Southeast Raleigh YMCA, DHIC – Beacon Ridge Housing, Southeast Raleigh Elementary School)
- Oaks and Spokes (Equity grantee) (support for cycling in Raleigh through advocacy, ents, and education; partnerships with U.S. Committee for Refugees and Immigrants, GoRaleigh, Raleigh Community Kickstand, Oak City Cycling)
 - GoTriangle – Wake County – Local Service Provider (FY 2022/23 focus on strengthening community partnerships and educating residents about sustainable travel options; transportation fair targeting Habitat for Humanity homeowners and ReStore customers and Dorcas Ministries clients and Thrift Store customers, outreach events, travel training; partnerships with Habitat for Humanity of Wake County, Dorcas Ministries, GoCary, Project Phoenix, Town of Morrisville, Town of Apex)
 - Central Pines Regional Council – Best Workplaces for Commuters/Commute Friendly NC (connect interested stakeholders and organizations with TDM services, in-person outreach to disadvantaged communities and Spanish-speakers; partnerships with GoRaleigh, GoDurham, GoTriangle, Town of Chapel Hill, Land of Sky Regional Council, Charlotte Area Transit System, GoCoast, Piedmont Authority for Regional Transit)
 - City of Raleigh – Commute Smart Raleigh (inaugural Commute Smart Award, USCRI Ride-Along, E-bike incentive program, outreach to community leaders, leverage relationships with nonprofits and community organizations, expanded focus to immigrant and refugee populations; partnerships with Raleigh Community Kickstand, UCSRI, Southeast Raleigh Promise)
 - Duke University – UnPark Yourself (bike commuter registry, carpool program, promotion of Duke Transit; partnerships with Sustainable Duke, Duke International House, Graduate & Professional Student Committee)
 - North Carolina State University – Wolftrails (carpool program; promotion of transit, biking, and walking to campus; outreach to commuters; partnerships with NC State Sustainability Office, NC State Onboarding Center, local bike shops)
 - Research Triangle Foundation – RTP Connect (rebranding, robust marketing, digital advertising campaign, video campaign; partnerships with GoTriangle, Lyft, Kompleks Creative, Press Record Media)
 - Town of Chapel Hill – Go Chapel Hill (promotional campaigns, events, and partnerships; management of Chapel Hill’s Special Use Permit Transportation Management Plan to reduce SOV trips generated by new development; Vets on the Move veterans TDM program; outreach through St. Thomas More church; partnerships with UNC, Town of Carrboro, Orange County, Chapel Hill Carrboro Schools, Chapel Hill-Carrboro Bicycle Advocacy Groups, Central Pines Regional Council, GoTriangle TDM)
 - University of North Carolina at Chapel Hill – Commuter Alternative Program (CAP) (transit subsidy, bikeshare program, ridematching, sustaining a walkable community, Cyclicious event; partnerships with Recyclery Chapel Hill, Carrboro Bike Coalition/Bike Alliance of Chapel Hill, Spin Bikes, UNCPD, UNC Transportation and Parking, Town of Carrboro, Town of Chapel Hill, Go Chapel Hill, Chapel Hill Vision Zero)
 - Wake Tech Community College – Wake Tech Green Trek (support equitable access to education; cycling events and rides; promotion of carpools, transit, biking, and walking; partnerships with International Student Services, City of Raleigh, Disability Support Services)

- City of Durham – Way to Go Durham (Bull E-Bike Pilot Program, light safety campaign, focus on recruiting participants of diverse backgrounds; partnerships with Bike Durham, Black Girls Do Bike, Durham Public Schools, Safe Routes to Schools)
- North Carolina Central University – Eagle Commuter Assistance Program (E-CAP) (employee and student orientations, participate in corridor planning to support bike and pedestrian improvements, participation in Durham Better Bus Project; partnerships with City of Durham Department of Transportation, Duke Energy, City of Durham Public Works, GoDurham, GoTriangle, University Travel Demand Partners, Durham Public Schools, Department of Transportation, Durham City-County Planning Department, NCCU Department of Earth and Environmental Sciences)

All of the service providers listed above have already implemented their programs, as FY 2022/23 has already ended.

Northeastern Wake County – NC Rural Micro-transit Service Plan

Wake County (prepared by KFH Group, Inc.)

Completed March 2021

Geographic area: Northeast Wake County (primarily towns of Rolesville, Wendell, and Zebulon)

Summary:

In 2020, Wake County was awarded the Federal Transit Administration's (FTA) Integrated Mobility Innovation (IMI) Grant to implement the Northeastern Wake County Rural Micro-transit Service. This Rural Micro-transit Service Plan provides background on the proposed micro-transit service and outlines the implementation steps; including summaries of current progress and future considerations as the pilot service is fine-tuned and launched.

The goals of the Northeastern Wake County Rural Micro-transit Service are as follows:

1. Exceed in tripling the number of residents in the zone that utilize public transit.
2. Decrease average one-way passenger trip cost by at least 25 percent in the micro-transit zone.

The Plan found that micro-transit service was appealing to a wide range of ages within the study community. Wait times would be a key factor in designing the service, as wait times of 30 minutes or less were preferred. The areas with the greatest demand included Wendell and Zebulon, with less demand in Rolesville.

Key findings and recommendations:

The Operations Plan recommended the pilot project include service between 7:00 a.m. and 6:00 p.m., Monday through Friday. Riders would be picked up at the corner closest to their origin and dropped off at the corner closest to their destination. ADA customers would be able to request curb to curb service. There would be a 30-minute average response time goal. A fare between two and four dollars was found to be the most desirable.

The Plan indicated the service would likely be operated by the GoWake Access service contractor utilizing Routematch's Mobility on Demand software (through a partnership with GoRaleigh). The primary public interface with the service would be through the service's mobile application.

The NE Wake Micro-transit Service – officially named GoWake SmartRide NE – was launched in Summer 2022. It provides fare-free service in Zebulon, Wendell, Rolesville, and the unincorporated areas in between. While the service was launched using the Uber-Routematch app, it transitioned to Mobility by Ecolane on September 1, 2023. Riders also have the option to call the GoWake Access call center to request a ride. The service is provided using four vans. The pilot project was slated to end in Spring 2023, but the service has continued. Future funding is expected to be through the Community Funding Area Program.

Town of Fuquay-Varina and Wake County Micro-transit Study

Wake County/Town of Fuquay-Varina (prepared by Via)

Completed December 2019

Geographic area: Town of Fuquay-Varina and surrounding portions of Wake County

Summary:

The Town of Fuquay-Varina and Wake County commissioned a micro-transit study to “demonstrate that micro-transit is a viable alternative transportation option for Fuquay-Varina, that the service is able to meet the transportation needs of its residents (especially transit-dependent populations) on a daily basis, and that other municipalities are able to use Fuquay-Varina as a case study and model for the adoption of similar services.” The Town and County sought to understand if and how shared, on-demand transit (micro-transit) might be designed and implemented to provide a new transit service to residents and workers within the Town and the surrounding areas of the County

The goals of the study were as follows:

- **Traffic reduction:** The most pressing concern facing Fuquay-Varina residents is mounting traffic. Reducing the number of single-occupancy vehicles on the road is critical to controlling traffic in the face of growth.
- **Accessibility:** Residents who are unable to drive because of age or disability may rely on GoWake Access, which requires booking well in advance of travel, to access critical services and for other travel. A micro-transit service should increase mobility for these most vulnerable populations.
- **Affordability:** A micro-transit service should be useful to everyone who lives and works in Fuquay-Varina, regardless of their income.
- **Scale and Budget:** A micro-transit service should be appropriately scaled to achieve the goals and objectives above while operating within the constraints of a fiscally responsible budget.

Overall, the study indicated that a micro-transit service could perform well within Fuquay-Varina, providing on-demand transit coverage across the town at a level of service that meets regional transit planning standards and at a level of performance comparable to micro-transit services that operate in communities with similar densities and travel demand patterns.

Key findings and recommendations:

- Respondents overwhelmingly travel by personal vehicle, with nearly 92 percent indicating this is their primary means of travel within Fuquay-Varina.
- Only seven percent of respondents use the GoTriangle Express Bus to travel to and from Raleigh. The majority (60 percent) of those who do use the bus travel to and from the Fuquay-Varina stops by driving themselves.
- Most respondents (73 percent) do not use any kind of taxi or ride-hailing service in Fuquay-Varina, and only about six percent use any kind of for-hire vehicle service more than once per week.

- 71 percent of respondents would use a smartphone app to book their trip, but it is important to provide other options including a call center and SMS/text booking.
- 28 percent of passengers would be willing to wait between 11 and 15 minutes to be picked up after they request a trip (however, there was a wide range of responses).
- Most passengers (62 percent) would be willing to walk up to five minutes to meet their vehicle, or roughly a quarter of a mile. This is consistent with well-established transportation planning principles, which hold that most people will walk up to a quarter of a mile to a bus stop.
- The average passenger is willing to pay \$4.32 for a one-way trip. Fewer than 10 percent of respondents indicated they would only be willing to pay \$1.00 for a one-way trip.
- Overall, there were 133 positive comments, 27 negative comments, and 51 neutral or other comments.

The Study identified four scenarios that were selected for further investigation:

1. Original zone, which would provide coverage to all of Fuquay-Varina and adjacent unincorporated areas of Wake County, including a node at the Wake Tech campus;
2. “Core” zone serving Main Street and downtown commercial areas of Fuquay-Varina.
3. “Core” zone with service to key destination points around the greater Fuquay-Varina area, including the Wake Tech campus and Fuquay-Varina High School.
4. One-way travel between Scenario 1 and Scenario 2 zones, which would not include travel within the lower-density Scenario 1 residential zone.

Going forward from the Study, the challenge for the Town and Wake County would be to decide on what the priority areas/levels of service are for micro-transit, and what funding solutions are available to provide the desired service model to riders. The Study recommended Scenario 1, should the Town elect to provide micro-transit service beyond the downtown core, based on simulation results.

Following completion of the Study, the micro-transit service was ultimately not implemented due to high costs.

Community Health Needs Assessment and Improvement Plan

Live Well Wake

Dated April 2022

Geographic area: Wake County (county-wide)

Summary:

Live Well Wake is a collaborative effort between Wake County and health-related organizations. It was formed as a community-led initiative to find innovative solutions for healthcare and healthy living challenges in Wake County. Every three years, Live Well Wake prepares a Community Health Needs Assessment (CHNA) to collect and use data to identify community assets and priorities that can improve community health and well-being.

The 2022 CHNA was developed between June 2021 and April 2022. The results of the CHNA will be used in part to inform the next Community Health Improvement Plan (CHIP). The current CHIP provides strategies for the years 2020 through 2023.

Key findings and recommendations:

Live Well Wake conducted a Community Health Opinion Survey (CHOS) as part of the development of the CHNA. Transportation had been a top priority in the previous CHNA (2019). In the 2022 CHOS, approximately one-quarter indicated seeing improvements related to transportation, while 36 percent said they had not seen improvement. Approximately one-quarter of respondents identified transportation as one of the top three areas impacting health, as well as an area needing improvement in their community. Approximately 30 percent of residents in the Eastern service zone and 35 percent in the Southern service zone indicated access to transportation as the top area in need of improvement.

Focus groups conducted during CHNA development also identified transportation as a barrier to healthcare and other services, especially for older adults, people with low incomes, and those living in Wake County outside of Raleigh.

Overall, transportation was identified as the number six priority in the 2022 CHNA. Affordable housing and homelessness, access to healthcare (which does have a transportation component), and mental health were the top three priorities.

The 2020 – 2023 CHIP identified as a population health indicator to increase the percentage of Wake County residents with access to public transportation services. It identified the following strategies to reduce transportation/transit disparities:

- Encourage equitable transit-oriented development through updated development and zoning regulations to better integrate land use and transportation planning.
- Implement equity-centered mobility management strategies.
- Coordinate Wake County municipalities to establish Vision Zero Plan framework
- Facilitate equitable engagement to increase community input in local transportation planning.

Other transportation-related strategies and action items included:

- Encourage equitable access to healthy lifestyle resources and activities for all.
 - Obtain funding and administrative home for a vendor contract to provide healthcare transport, filling the gap in public transportation deserts.
- Encourage equitable transit-oriented development and zoning regulations to better integrate land use and transportation planning.
 - Incentive transit-oriented development.
 - Implement smarter planning strategies around transit corridors.
- Implement equity-centered mobility management strategies.
 - Establish consistent policies surrounding mobility management “disability” definition.
 - Determine equity goals – get more people to know about options.
 - Implement mobility management program.
- Continue implementation of Wake County Transit Plan.
 - Increase access to transit shelters.
 - Add transfer centers to improve countywide transportation connectivity.
 - Enhance real-time travel info onboard buses.
 - Provide 24/7 automated transit information.
- Garner public support for participation in safe and diverse local transportation and transit efforts through coordinated education/community engagement campaign.
 - Capture experiences of vulnerable transit users to feature in education campaign materials.
 - Encourage participation of Gopass programs by employers.
 - Educate youth/students on safe transportation options including Safe Routes to Schools.

Several of the action items related to implementation of the Wake County Transit Plan have either been implemented or are in the process of being implemented. The status of other recommendations is unknown.

North Carolina Statewide TDM Plan

North Carolina Department of Transportation (prepared by Gresham Smith and Partners and WSP)

Dated January 30, 2018

Geographic area: Research Triangle region

Summary:

In 2007, the Triangle TDM Program brought together the organizations currently working on and/or funding TDM in the region to create a long-term plan for improving TDM efforts. This resulted in the Triangle Region 7-Year Long Range Travel Demand Management Plan. This plan called for, among other things, the two MPOs in the Research Triangle region and NCDOT to pool their funds and have a competitive call for TDM projects.

The Triangle J Council of Governments (TJCOG) was charged with administering this effort on behalf of the funding organizations. TJCOG developed a TDM program to fund, coordinate, and evaluate regional TDM activities to reduce traffic and air pollution by promoting commute alternatives. The program is funded through Congestion Management and Air Quality (CMAQ) funds from the two MPOs, NCDOT Public Transportation Division TDM funds, and a local cost match from service providers. The TDM program funds a maximum of one “core” TDM program per organization/local government.

The following agencies participated in the Triangle TDM Program at the time this Plan was prepared:

- TJCOG (coordinate funding for the regional program as well as receive funding for services focused on managing the Best Workplaces for Commuters program and the creation of Telecommuting Handbook)
- Triangle Transit/GoSmart (regional TDM service provider)
- Local TDM service providers:
 - Triangle Transit/GoTriangle – North Raleigh and Central Durham
 - City of Raleigh – CommuteSmart Raleigh
 - RTP Foundation – SmartCommute@RTP
 - UNC Chapel Hill – Commuter Alternative Program (CAP)
 - North Carolina State University – Wolftrails
 - Duke University – Unpark Yourself
 - Town of Chapel Hill – Go Chapel Hill
 - Wake Technical Community College – Zoom Wake Tech

The Plan included a series of statewide goals, each with several objectives, to be used to establish performance metrics.

1. Provide for a well-funded, collaborative TDM program.
 - a. Collaborate on Regional TDM services.
 - b. Review and refine TDM services through annual strategic plan.
 - c. Integrate TDM strategies into Regional Transportation Plans.

2. Develop services that reduce SOV commuting in North Carolina.
 - a. Deploy desirable TDM strategies for SOV reduction.
 - b. Identify, fund, implement, and operate cost-effective TDM services.
 - c. Develop a database of activities (inputs and outputs).
3. Leverage technology to enable 21st century transportation services.
 - a. Conduct exploratory use of innovative TDM strategies.
 - b. Explore multimodal operations integration.
 - c. Coordinate services with technology providers.
4. Enhance effectiveness of TDM service delivery.
 - a. Develop and implement performance monitoring plan.
 - b. Implement quarterly reporting system.
 - c. Deploy training for performance calculations.
 - d. Develop enhanced performance program.

Key findings and recommendations:

Some of the information in this Plan is outdated, including details about specific partners and programs funded under the regional TDM program. Additional information is provided in the review of the Triangle Transportation Choices Program.

The Statewide TDM Plan encouraged the TDM programs profiled within to consider innovative approaches to move from baseline activities to enhanced performance. This was to be measured using NCDOT's performance scorecard, which would measure progress specific to the four goals cited above.

Given the recommendations for improving performance at the individual program level, actual implementation of recommendations could not be evaluated.

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Chapter 5 | Regional Existing Conditions and Service Inventory

The purpose of the Regional Existing Conditions and Service Inventory is to provide a baseline summary of the public transit and transportation landscape within the CAMPO region. The first section provides an overview of the transportation services operating within the CAMPO region, with additional detailed profiles in an Appendix. The second section offers a summary of funding sources used by transportation providers within the CAMPO region. Finally, the third section looks at socio-economic and demographic data that includes a review of target populations.

5.1 Inventory of Services

A summary of services and contact information for each service or program discussed herein is provided in Appendix A. Supplemental information about public transit services (including service area maps and performance data) is provided in Appendix B.

Public transit services

Chatham Transit Network (Chatham County)

Chatham Transit operates two fixed routes and a general public dial-a-ride service. Two fixed routes provide service between Siler City, Pittsboro, and Chapel Hill Monday through Friday. The In-County Service provides general public dial-a-ride service between locations within Chatham County. Fares for the In-County Service range from \$2.00 (zero to five miles) to \$7.00 (10 to 20 miles). Longer trips may be requested for an additional \$3.00 for each 10-mile increment. In-County Service is available from 4:30 a.m. to 5:30 p.m. each weekday, with reservations required 48 hours in advance.

Chatham Transit Network also provides non-emergency medical transportation to Chatham County residents as well as client transportation for participating organizations.

Funding for the Chatham Transit Network is through the Durham Chapel Hill Carrboro Metropolitan Planning Organization (DCHC).

GoApex, GoApex Door to Door (Town of Apex)

The Town of Apex operates one fixed route as well as a door-to-door shared-ride ADA complementary paratransit service within Apex. The service was launched in the summer of 2022. The fixed-route service is operated under contract with GoCary, while GoApex Door to Door rides are provided under contract with GoWake Access. The service currently operates fare-free. Hourly service is provided Monday through Saturday from 6:00 a.m. to 10:00 p.m.

The Town of Apex receives a partial reimbursement for GoApex transit operations through Wake Transit's Community Funding Area Program, with the remainder funded by Town funds.

GoCary, GoCary Door to Door (Town of Cary)

The Town of Cary operates seven local fixed routes as well as the Apex Cary Express operating between Apex and Cary. Most local routes offer 30-minute service frequency Monday through Saturday, and hourly frequency on Sunday. The fixed-route service operates Monday through Saturday from 6:00 a.m. to 10:00 p.m., and Sunday from 7:00 a.m. to 9:00 p.m. The fixed-route service currently operates fare-free.

In addition, GoCary Door to Door offers three tiers of demand-response service, with Tier I representing ADA complementary paratransit service within $\frac{3}{4}$ mile of its fixed routes. Tier II operates within town limits but outside the $\frac{3}{4}$ mile boundary, while Tier III includes trips outside of Cary. Tiers I and II operate Monday through Saturday from 6:00 a.m. to 10:00 p.m., and Sunday from 7:00 a.m. to 9:00 p.m. with last pick-ups scheduled 30 mins prior. Tier III operates Monday through Saturday from 6:00 a.m. to 10:00 p.m., and Sunday from 7:00 a.m. to 9:00 p.m. with the last pick-ups scheduled for 1.5 hours prior. The Tier I service currently operates fare-free. Fares are charged for Tier II (\$4.00 each way) and Tier III (\$6.00 to \$9.00 each way, depending on destination).

GoCary is funded through FTA Section 5307 and 5339 formula funds as well as state SMAP Operating Assistance. Other funding comes through the Town's General Fund, Wake Transit, vehicle license fees, and Tier II and III fare revenues.

GoDurham, GoDurham Access (City of Durham)

The City of Durham operates 18 fixed routes with service throughout the greater Durham area through its GoDurham service. While most routes operate outside of the CAMPO region, GoDurham Route 2 serves the Brier Creek area of western Wake County as well as offers connections with GoTriangle service at the Regional Transit Center in Durham. As such, that is the basis for its inclusion within this Plan.

All routes offer 30- to 60-minute frequency Monday through Saturday, with some 15-minute service on Route 5. Most routes also offer Sunday service with a 30- to 60-minute frequency. Most routes operate Monday through Saturday from approximately 5:30 a.m. to 12:30 a.m. and on Sunday from 6:30 a.m. to 9:30 p.m. GoDurham is operating fare-free through June 30, 2024, although previously offered a base fare of \$1.00 per one-way trip.

GoDurham Access provides curb-to-curb shared-ride ADA complementary paratransit service for trips within $\frac{3}{4}$ mile of the GoDurham fixed-route service. Given Route 2 serves the Brier Creek area, GoDurham Access also serves a small portion of Wake County. Access service operates Monday through Saturday from 5:30 a.m. to 12:30 a.m. and Sunday from 6:30 a.m. to 9:30 p.m. Access service availability depends on service hours for individual routes, which vary. The cash fare for GoDurham Access is \$2.00, or a booklet of 10 tickets can be purchased for \$17.00.

Funding for the GoDurham is through the Durham Chapel Hill Carrboro Metropolitan Planning Organization (DCHC), which prepares the Durham County Transit Plan. Similar to Wake County, transit in Durham County is funded through a half-cent sales and use tax as well as vehicle rental and registration fees. GoDurham also receives federal funding under FTA Section 5307, Urbanized Area Formula Grants.

GoRaleigh, GoRaleigh Access (City of Raleigh)

The City of Raleigh operates 36 fixed routes with service throughout the greater Raleigh area, including 4 express routes, through its GoRaleigh service. Most routes offer peak service with 15- to 30-minute frequency and 30- to 60-minute off-peak frequency Monday through Friday. Saturday and Sunday service typically operates every 30 to 60 minutes. The service operates Monday through Friday from 4:30 a.m. to 12:00 a.m.; on Saturday from 5:30 a.m. to 12:00 a.m.; and on Sunday from 5:30 a.m. to 11:00 p.m. GoRaleigh is operating fare-free through June 30, 2024, although previously offered a base fare of \$1.25 per one-way trip.

GoRaleigh Access provides curb-to-curb shared-ride ADA complementary paratransit service for trips within $\frac{3}{4}$ mile of the GoRaleigh fixed-route service. Access service operates Monday through Friday from 4:30 a.m. to 12:00 a.m.; Saturday from 5:30 a.m. to 12:00 a.m.; and Sunday from 5:30 a.m. to 11:00 p.m. Access service availability depends on service hours for individual routes, which vary. GoRaleigh Access requires the purchase of tickets, with each one-way trip costing \$2.50.

GoRaleigh is funded through a combination of sources including federal funding under FTA Section 5307, Urbanized Area Formula Grants, and other programs. Revenues from the Wake Transit Plan (generated through the Triangle Tax District) make up the largest single revenue source (approximately 44 percent of operating revenues). Contributions from the City's General Fund comprise the second largest revenue source.

GoTriangle, GoTriangle Access

GoTriangle operates 13 regional fixed routes and shuttles serving Wake, Durham, and Orange counties. Fixed-route service typically operates every 30 to 60 minutes. Some routes offer peak-hour service only. The service operates Monday through Friday from 5:45 a.m. to 11:00 p.m.; on Saturday from 6:30 a.m. to 11:00 p.m.; and on Sunday from 6:40 a.m. to 9:15 p.m. Six routes operate on Saturday and five on Sunday. While the service is operating fare-free through June 30, 2024, the base one-way fare for regional routes is \$2.25 and for express routes is \$3.00.

GoTriangle Access provides curb-to-curb shared-ride ADA complementary paratransit service for trips within $\frac{3}{4}$ mile of a GoTriangle all-day fixed-route bus service. The service operates Monday through Friday from 5:45 a.m. to 11:00 p.m.; on Saturday from 6:30 a.m. to 11:00 p.m.; and on Sunday from 6:40 a.m. to 9:15 p.m. Service availability depends on service hours for individual routes. The fare for each one-way trip is \$4.50.

As a regional entity, GoTriangle is funded through the Triangle Tax District via the Durham County Transit Plan, Orange County Transit Plan, and Wake County Transit Plan (which also includes some allocations under the Community Funding Area Program). Federal revenue sources for operating and capital include FTA Section 5307, Urbanized Area Formula Grants; FTA Section 5310, Elderly Persons and Persons with Disabilities; FTA Section 5339, Bus and Bus Facilities; and others. GoTriangle also receives funding from the State Maintenance Assistance Program.

GoWake Access (Wake County)

GoWake Access provides door-to-door, shared ride transportation to members of the general public who are age 60 or older, have a disability, need work-related transportation, reside in rural service zones of Wake County, or participate in a sponsored eligible service (i.e., Medicaid, Work First, etc.). The service operates Monday through Saturday from 6:00 a.m. to 6:00 p.m. Medicaid trips are free, while all other trips are \$2.00 each way within the same city and \$4.00 each way to a different city.

Programs offered by GoWake Access include the following:

- Medicaid Transportation (adults and children authorized to receive Medicaid transportation);
- Elderly Disabled Transportation Assistance (EDTAP) (adults age 60 and older and children or adults with a disability);
- Rural General Public (RGP) Transportation (residents of Wake County who live in or are traveling to a rural zone);
- Employment Transportation (transportation to and from a job or job interview); and
- Wake Transit Plan General Public Transportation (residents of Wake County traveling outside of Raleigh or Cary).

GoWake Access is also under contract to provide ADA paratransit service for the Town of Apex, and contracts with Resources for Seniors and Arc of the Triangle.

GoWake SmartRide NE (Wake County)

GoWake SmartRide NE is general public on-demand micro-transit serving Zebulon, Wendell, Rolesville, and adjacent unincorporated areas of Wake County (i.e., Riley Hill, Hopkins, Lizard Lick, Eagle Rock). Rides can be requested using the Mobility by Ecolane app or by calling the GoWake Access call center. The service operates Monday through Friday from 6:00 a.m. to 7:00 p.m. and is fare-free.

Under the Wake Bus Plan, a separate micro-transit zone for Rolesville and Wake Forest will be launched in FY 2025. At that time, the SmartRide NE service will no longer serve Rolesville but will include Knightdale.

GoWake Access is funded through FTA Sections 5307, 5310, 5311, and 5339; CRRSAA and ARP funds; and state ROAP funding. Other funding comes through the County's General Fund, Wake Transit, fare revenue, and sponsor agency revenue.

Greyhound Lines, Inc.

While not a public transit service, Greyhound Lines does receive federal funding under FTA Section 5311(f) to provide intercity bus services. At present, service within the CAMPO region is provided between Raleigh and Ashville, NC; Jacksonville, FL; Norfolk, VA; and Wilmington, NC. Some trips are shared between Greyhound and Flixbus. All routes offer at least one trip daily. Costs vary depending on destination and level of amenities. Greyhound does not contribute to mobility within the CAMPO region, given the limited number of stops (two in Raleigh), but can provide connectivity outside of the CAMPO area.

Harnett Area Rural Transit System (HARTS) (Harnett County)

HARTS operates a curb-to-curb demand-response service. Service is provided to both in-county and out-of-county destinations. HARTS also offers transportation to 7 dialysis centers six days a week. While service is open to the general public, out-of-county trips are limited to medical destinations only. The service operates Monday through Friday from 8:00 a.m. to 5:00 p.m. Out-of-county trips to Wake, Orange, and Durham counties are provided on Monday and Wednesday. Trips to Cumberland, Lee, Moore, Sampson, and Chatham counties are provided on Tuesday and Thursday. Trips to Johnston County are provided on Monday, Tuesday, and Thursday. The fare for in-county trips is \$3.00 per one-way trip. Fares for out-of-county trips is \$5.00 per one-way trip. The cost of trips for eligible seniors 60 and older may be subsidized by the Council on Aging. The cost of trips for eligible seniors and persons with disabilities who have been certified by a medical professional or social worker may be subsidized under HARTS' Elderly Disabled Transportation Assistance Program. HARTS is also contracted to provide services for the Harnett County Department of Social Services.

HARTS is funded through FTA Section 5311 formula funds and Sections 5307 and 5310 (through the Fayetteville Area Metropolitan Planning Organization), as well as state ROAP funding and the Mid-Carolina Community Services Health Block Grant. Other funding opportunities are pursued as available.

Johnston County Area Transit System (JCATS) (Community and Senior Services of Johnston County)

Johnston County Area Transit System (JCATS) provides on-demand human services and general public transportation within Johnston County and to surrounding communities. Human services transportation is typically provided under contract. Human services transportation requires certification through a contracting agency. General public transportation is open to the general public. General public transportation services are typically offered Monday through Friday from 6:00 a.m. to 5:00 p.m. The fare for in-county trips is \$6.00 per one-way trip.

JCATS is contracted to provide services for the Community & Senior Services of Johnston County, Johnston County Industries, North Carolina Vocational Rehab, UNC-Johnston Health, Johnston County Department of Public Health, and Community Action.

JCATS is funded through FTA Section 5310 and 5311 funds, as well as through the State's Rural Operating Assistance Program (ROAP) and appropriations from the County.

KARTS (Kerr Area Transportation Authority)

KARTS operates general public demand-response service within Franklin, Granville, Vance, and Warren counties. Service to major medical facilities in Wake Forest, Raleigh, Durham, and Chapel Hill is also available Monday through Friday. The service operates Monday through Saturday from 6:00 a.m. to 6:00 p.m. The fare for in-county trips ranges from \$4.00 to \$8.00 per one-way trip depending on mileage. The fare for out-of-county trips is \$20 or \$25 per round trip depending on origin and destination.

KARTS is funded through FTA Section 5311 funds, as well as state ROAP and Rural Operating funding and contributions from the County. Other funding comes from fares and contracted human service agencies, which include Senior Services, Department of Social Services, North Carolina Vocational Rehab, Salvation Army, and nursing facilities.

Morrisville Smart Shuttle (Town of Morrisville)

Morrisville Smart Shuttle is general public on-demand micro-transit serving 16 nodes within the town of Morrisville, although it does not operate on a fixed alignment. Rides can be requested using the Smart Shuttle app. The service operates Monday through Friday from 7:00 a.m. to 9:00 p.m.; Saturday from 8:00 a.m. to 8:00 p.m.; and Sunday from 8:00 a.m. to 7:00 p.m. It operates fare-free. The service is operated under contract with GoCary.

The Morrisville Smart Shuttle is funded 50 percent through Wake Transit's Community Funding Area Program (CFAP) and 50 percent through contributions from the Town.

Wolfline (North Carolina State University)

Wolfline operates 10 fixed routes serving NCSU's main campus, Centennial Campus, Centennial Biomedical Campus, and surrounding areas. The service is primarily designed to serve the needs of NCSU students, but is open to the general public. The service operates Monday through Friday from approximately 7:00 a.m. to 1:00 a.m. Weekend service is provided from 8:30 a.m. to 1:00 a.m. on three routes when classes are in session on both the Friday before and Monday after the weekend. Limited service is provided when classes are not in session. It operates fare-free.

Wolfline also provides Red Terror bus service for NCSU sporting events. Buses begin running 2 to 3 hours before the game until 90 minutes after the game ends.

Wolfline is fully funded through student fees and internal NCSU transportation funds, though beginning in FY 2025 it is utilizing Wake Transit Plan funds for some capital expenses (e.g., bus stop improvements).

Non-profit transportation services/programs

Several non-profit and/or faith-based programs operate in the CAMPO region. These programs are eligibility-based, generally focusing on a defined population with specific needs. Additional information about each of the programs below is provided in Appendix A.

- **American Cancer Society – Road to Recovery Program:** Volunteer drivers provide free rides to cancer patients traveling to a cancer-related medical appointment.
- **The Center for Volunteer Caregiving:** Volunteer drivers provide escorted round-trip rides to medical and healthcare appointments, grocery store, pharmacy, and bank. Residents of Wake County who are age 60 and older, or age 18 to 59 with a disability, with economic and social needs are eligible for transportation assistance. Donations are accepted (but service is provided regardless).
- **Heritage Baptist Church – Bus Ministry:** Transportation is available to worship/program attendees in need of assistance.
- **Jewish Family Services – JFSGo voucher program:** JFSGo subsidizes Uber, Lyft, and/or Uber Health transportation for qualified Jewish older adults in Wake County through a partnership with On The Go. Eligible trip purposes include medical appointments, grocery store/pharmacy, and Jewish community activities within a 25-mile radius. The cost is \$10 per voucher, with each voucher good for a one-way trip.

- **Oberlin Baptist Church – Transportation Ministry:** Transportation is available to worship/program attendees in need of assistance.
- **True Care Solutions:** Provides non-emergency medical transportation support services for seniors and persons with disabilities.
- **Watts Chapel Missionary Baptist Church – Sunday Service Transportation:** Transportation is available to worship/program attendees living within a five-mile radius of the church.

Non-emergency medical transportation (NEMT) services

Non-emergency medical transportation (NEMT) services are typically provided by for-profit companies. NEMT providers offer varying levels of service which can include wheelchair transportation, stretcher transportation, medical escort services, and basic or advanced life support. Additional information about each of the providers below can be found in the Appendix.

- Cardinal Medical Transportation
- Kingdom Transportation
- Mobility Dash, LLC
- MyRide Wake Forest
- North State Medical Transport
- Priority Care Ambulance
- Ride Choice LLC
- Wisdom Care Transportation

Other transportation services

Other transportation services are provided by public schools, community, and healthcare organizations. Each school district within the CAMPO region provides transportation to eligible students. These typically include students who live more than 1.5 miles from their assigned school, live within 1.5 miles but do not have a safe path of travel, or qualify for transportation services due to special needs. WakeMed Key Community Care also participates in the Ride Health program, offering temporary transportation solutions to its eligible patients through care managers. Meals on Wheels of Wake County, while it does not provide human transportation, both delivers meals and sponsors Friendship Cafes that provide an important connection for target populations within this plan.

- Chatham County Schools – Transportation
- Franklin County Schools – Transportation
- Granville County Public Schools – Transportation
- Harnett County Schools – Transportation
- Johnston County Public Schools – Transportation
- Meals on Wheels of Wake County – Congregate nutrition
- Wake County Public School System – Transportation
- WakeMed Key Community Care – Ride Health program

Mobility services

Other programs within the CAMPO region focus on providing support for commuters who seek to use alternative transportation modes, including carpool, vanpool, and active transportation. In this category are also organizations that support mobility in other ways, such as providing low-cost access to personal vehicles.

- GoTriangle Rideshare
- Share the Ride NC
- Triangle Transportation Choices (Central Pines Regional Council)
- Wheels 4 Hope

5.2 Key Transportation Funding Sources

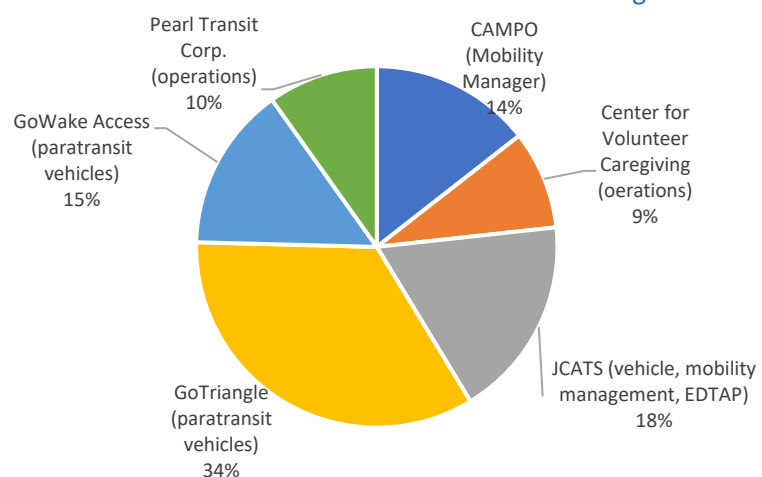
Federal Funding

FTA Section 5307: Formula Grants for Urbanized Areas – transit agencies in urbanized areas receive formula funds directly from the FTA.

FTA Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities Program – funding under this section provides grants to assist non-profit organizations, private operators, and public agencies in providing coordinated transportation services that meet the needs of seniors and persons with disabilities. In the CAMPO region, this funding is administered by GoRaleigh and CAMPO, which issue periodic calls for projects.

In FY 2023, awarded projects comprised more than \$2 million in funding. A breakdown of the organizations and programs receiving funding for FY 2024 and FY 2025 is shown in Exhibit 5.1.

Exhibit 5.1 FTA Section 5310 funding allocations



FTA Section 5311: Formula Grants for Rural Areas – funding for rural areas is allocated to NCDOT, which administers it on behalf of the federal government.

FTA Section 5311(f): Intercity Bus Program – funding under this section provides grants to transit operators that operate intercity bus services, defined as “fixed-route, regularly scheduled services that provide intercity transportation within the state and connections to the national intercity bus system through interline agreements or through-service arrangements.” NCDOT’s Intercity Bus Program utilizes a combination of FTA Section 5311(f) and state and local funds to administer its program. Currently the only recipient of Intercity Bus Program funds operating in the CAMPO region is Greyhound Lines, Inc.

FTA Section 5339: Bus and Bus Facilities Program – provides capital funding for vehicles and facilities.

State Funding

Rural Operating Assistance Program (ROAP) – a state-funded program administered by NCDOT that providing funding for public transportation services under three categories: Elderly and Disabled Transportation Assistance Program (EDTAP), Employment and Transportation Assistance Program (EMPL), and Rural General Public Program (RGP). These funds are allocated to county governments or regional public transportation authorities on a formula basis, who then sub-allocate the funds to other local entities. ROAP funds may also be transferred between/among counties to fund regional transportation systems. NCDOT’s Public Transportation Division (PTD) may also consolidate rural funding programs for vehicles, technology, and facilities into a single large capital program, as well as transfer funding from the capital program to operating programs based on the ability to obligate FTA Section 5311 funding to meet rural capital needs.

State Maintenance Assistance Program (SMAP) – a state-funded program administered by NCDOT that assists urban, regional and small urban areas in funding the non-federal share of net operating costs associated with existing and new public transportation services operated by fixed-route and demand-response urban, small urban and regional transit systems. Funds may be used for operating-related items eligible for funding as part of the FTA Section 5307 program.

Local Funding

Triangle Tax District (special district) – these tax revenues collected within Wake, Durham, and Orange counties are dedicated to transit. Wake County revenues are solely dedicated to fund the Wake Transit Plan. Local funds include the ½ cent Local Option Sales Tax, a \$3.00 regional transit authority registration tax, a \$7.00 vehicle registration tax, and a portion of the tax collected on rental car transactions in Wake County. GoTriangle is the fiscal manager of the operating and capital funds through the Triangle Tax District.

Community Funding Area Program (CFAP) – provides an opportunity for 10 municipalities in Wake County, as well as the Research Triangle Park (RTP), that would otherwise have limited fixed-route transit services to create or accelerate public transportation services and programs. It is funded through the Triangle Tax District with funds distributed through the Wake Transit Annual Work Plan. Approximately

\$1.35 million in CFAP funding are reserved for the program in FY 2025. Funding is awarded through an annual Call for Projects.

Locally Administered Project Program (LAPP) – used by CAMPO to prioritize and program local transportation projects in the region that utilize federal funding and are the responsibility of the MPO (such as Surface Transportation Block Grant Program – Direct Allocation (STBGP-DA), Congestion Mitigation for Air Quality (CMAQ), etc.). Projects are funded using federal funding sources directly attributed to the region with a minimum 20 percent local match. Projects may be roadway, bicycle, and pedestrian, or transit projects.

Local General Fund Contributions – local jurisdictions also fund transit programs through contributions from their General Funds.

Exhibit 5.2 Transit funding matrix

	Chatham Transit Network	GoApex	GoCary	GoRaleigh	GoTriangle	GoWake Access	HARTS	JCATS	KARTS	Morrisville	NCSU Wolfline
FTA Section 5307						
FTA Section 5310						
FTA Section 5311		
FTA Section 5339			.	.		.					
Rural Operating Assistance Program (ROAP)		
State Maintenance Assistance Program (SMAP)			.								
Triangle Tax District (Wake Transit)	
Community Funding Area Program (CFAP)		
Locally Administered Projects Program (LAPP)		.	.								
Local General Fund contributions		
Contracted operations		
Student transportation fees											.
Other funding sources			.				.				

5.3 Current Socio-Economic and Demographic Data

The primary focus of the Coordinated Plan is identifying and resolving transportation and mobility challenges for individuals who rely on public, private, and non-profit transportation programs to access daily living activities. These individuals tend to fall into the following categories: Seniors, persons with disabilities, low-income individuals, and youth. While some individuals in these populations rely on transportation services because they do not drive, others do so because they do not have access to a personal vehicle. This section examines these populations within the CAMPO region.

Data from the Census Bureau’s American Community Survey (ACS), 2017 – 2021 five-year estimates, at the census tract level was used for this analysis.

Seniors

Overall, there are 168,103 individuals in this category, representing 12.2 percent of the total population. By comparison, the senior population of North Carolina is 16.3 percent and nationally is 16 percent of the total population.

Exhibit 5.3 Seniors age 65 and up

	CAMPO region		North Carolina		United States	
	Number	Percent	Number	Percent	Number	Percent
Total population	1,375,589	100.0%	10,367,022	100.0%	329,725,481	100.0%
Senior population (65+)	168,103	12.2%	1,686,253	16.3%	52,888,621	16.0%

Exhibit 5.4 shows the concentration (percentage) of seniors age 65 and up within each census tract in the CAMPO region. The greatest concentrations are in Johnston County (census tract 402.10, located between Clayton and Archer Lodge) and Chatham County (census tracts 207.03 and 207.04, located on the border of Durham County).

Exhibit 5.5 presents the concentration (number) of seniors age 65 and up within each census tract in the CAMPO region. This is different from Exhibit 5.4 as the total population of each census tract can be quite different.

Exhibit 5.4 Seniors age 65 and up (geographic distribution) (percentage)

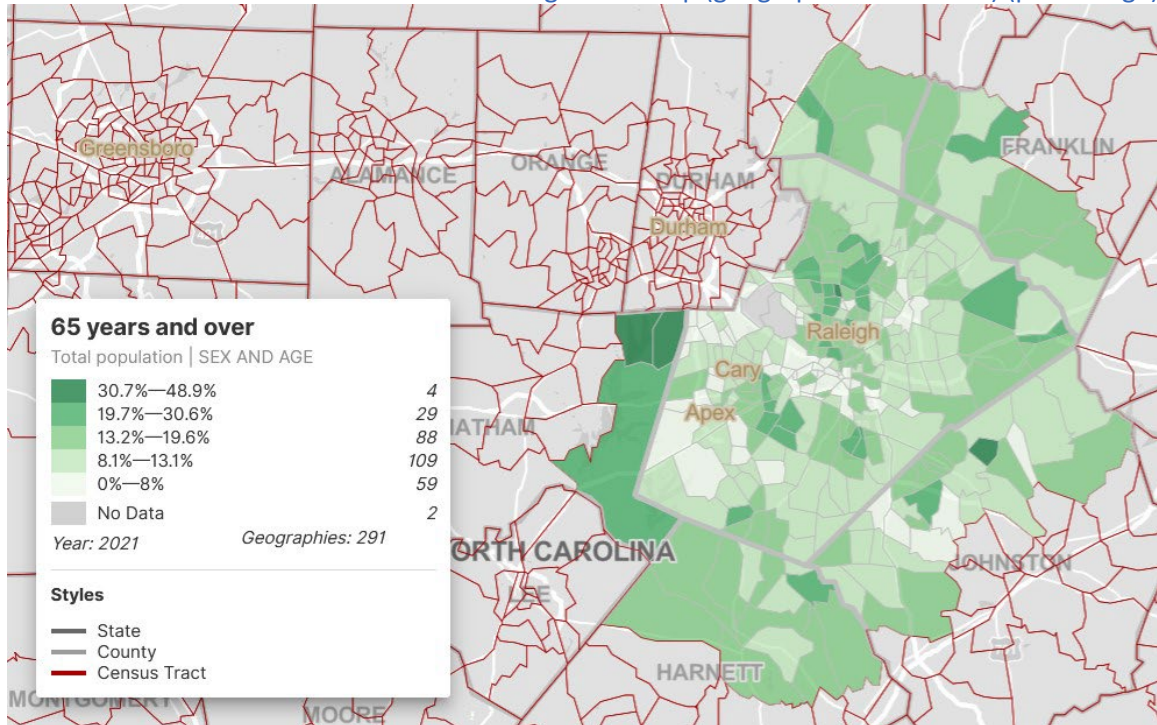
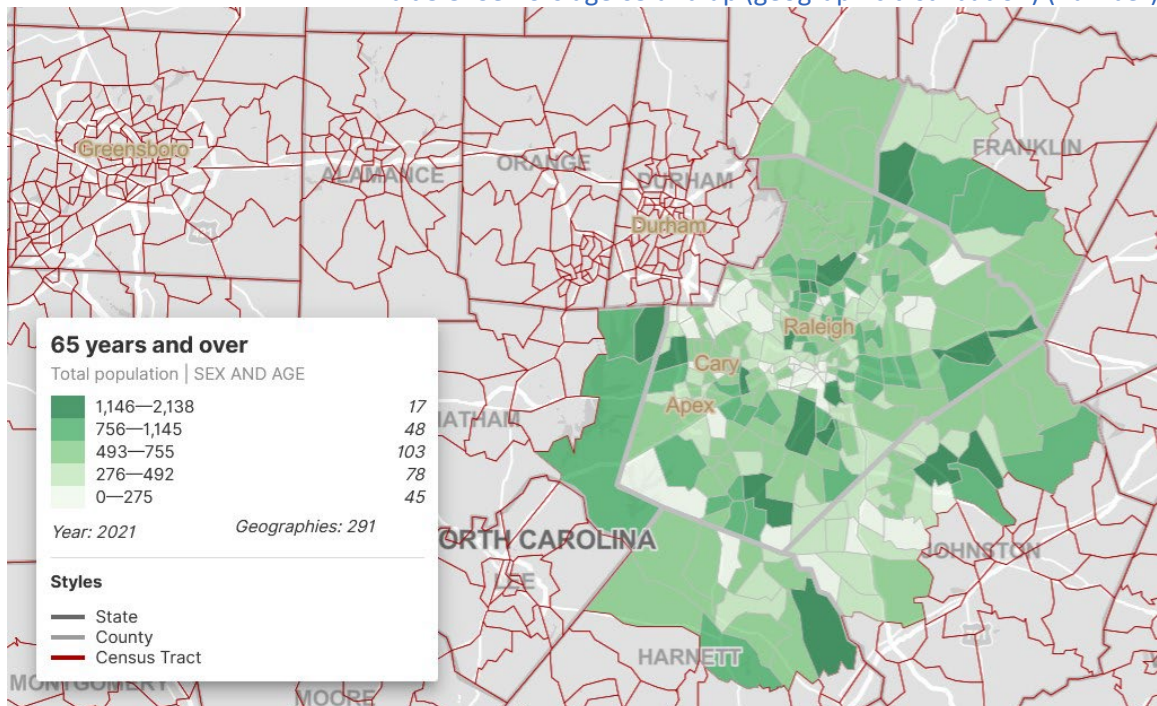


Exhibit 5.5 Seniors age 65 and up (geographic distribution) (number)



Persons with disabilities

Overall, there are 128,740 individuals in this category, representing 9.4 percent of the total civilian non-institutionalized population. By comparison, the disabled population of North Carolina is 13.2 percent and nationally is 12.6 percent of the total civilian non-institutionalized population.

Exhibit 5.6 Persons with disabilities

	CAMPO region		North Carolina		United States	
	Number	Percent	Number	Percent	Number	Percent
Total population*	1,365,977	100.0%	10,168,317	100.0%	324,818,565	100.0%
Persons with disabilities	128,740	9.4%	1,344,612	13.2%	41,055,492	12.6%

*Total civilian non-institutionalized population

Exhibit 5.7 shows the concentration (percentage) of persons with disabilities within each census tract in the CAMPO region. The higher concentrations of persons with disabilities in more rural areas of the region are due to lower population densities in those areas rather than a significantly higher frequency of persons with disabilities. Exhibit 5.8 presents the concentration (number) of persons with disabilities within each census tract in the CAMPO region.

Exhibit 5.7 Persons with disabilities (geographic distribution) (percentage)

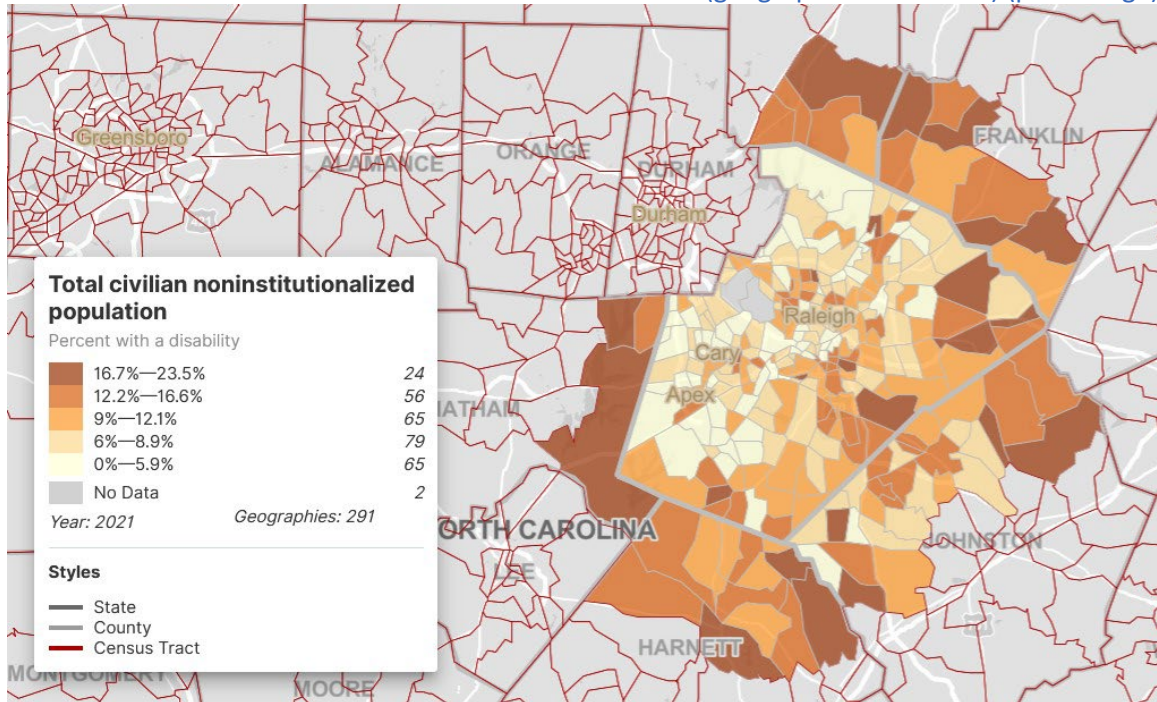
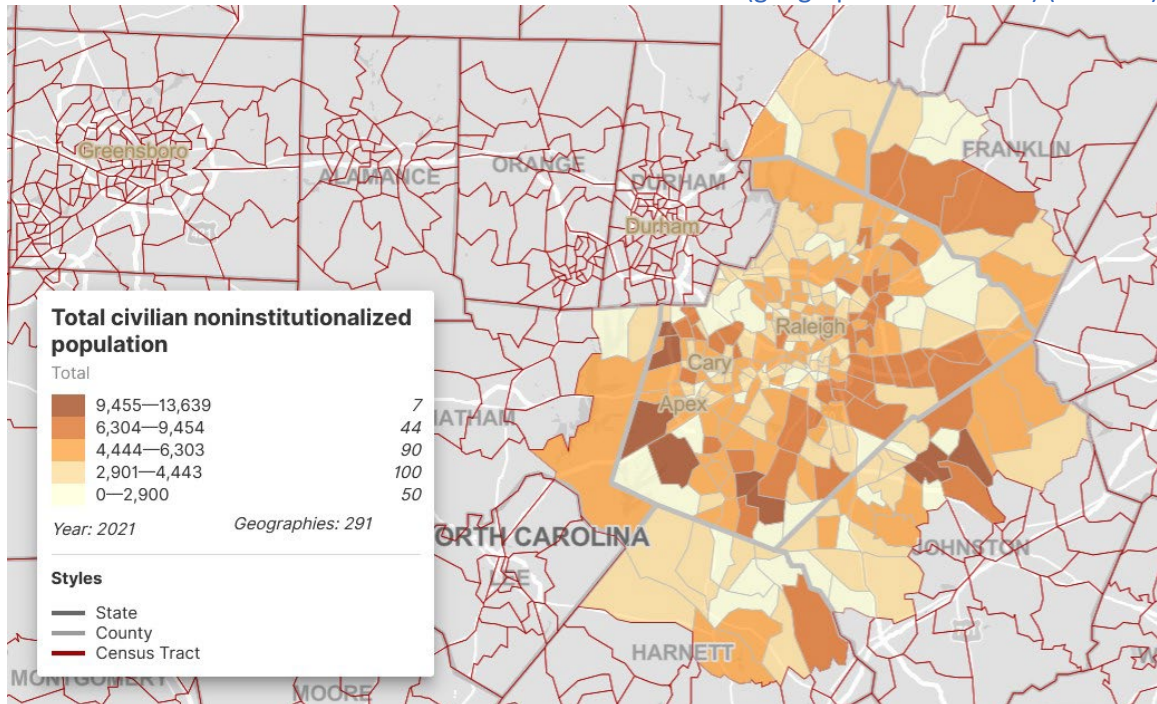


Exhibit 5.8 Persons with disabilities (geographic distribution) (number)



Youth

Overall, there are 327,324 individuals in this category, representing 24 percent of the total population. By comparison, the youth population of North Carolina is 22.2 percent and nationally is 22.5 percent of the total population.

Exhibit 5.9 Youth under 18

	CAMPO region		North Carolina		United States	
	Number	Percent	Number	Percent	Number	Percent
Total population	1,365,977	100.0%	10,367,022	100.0%	329,725,481	100.0%
Youth under 18	327,324	24.0%	2,302,315	22.2%	74,234,075	22.5%

Exhibit 5.10 shows the concentration (percentage) of youth under 18 within each census tract in the CAMPO region. Many of the census tracts with the highest concentrations of youth are located in southwestern Wake County (south of Apex and northwest of Fuquay-Varina). Other concentrations are located in northeast Wake County (near Rolesville and Wake Forest), areas southeast of Raleigh, and in Johnston County (on the border with Wake County).

Exhibit 5.11 presents the concentration (number) of youth under 18 within each census tract in the CAMPO region. Again, this differs from Exhibit 5.10 due to the varying population of the census tracts.

Exhibit 5.10 Youth under 18 (geographic distribution) (percentage)

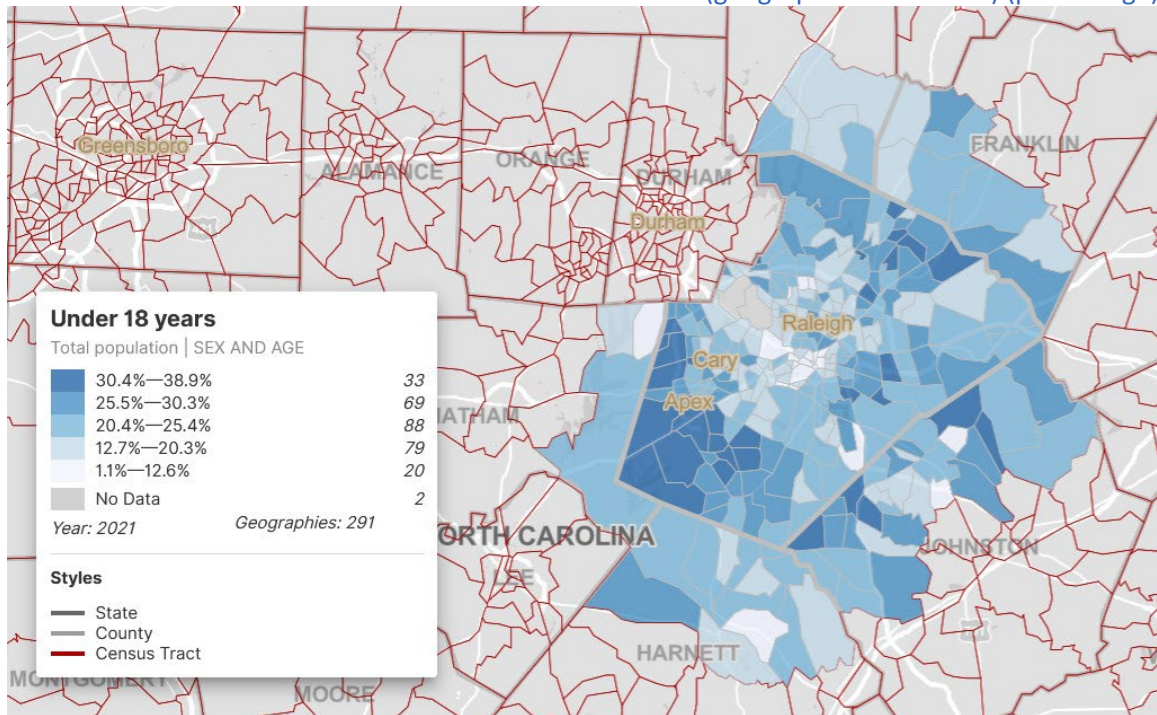
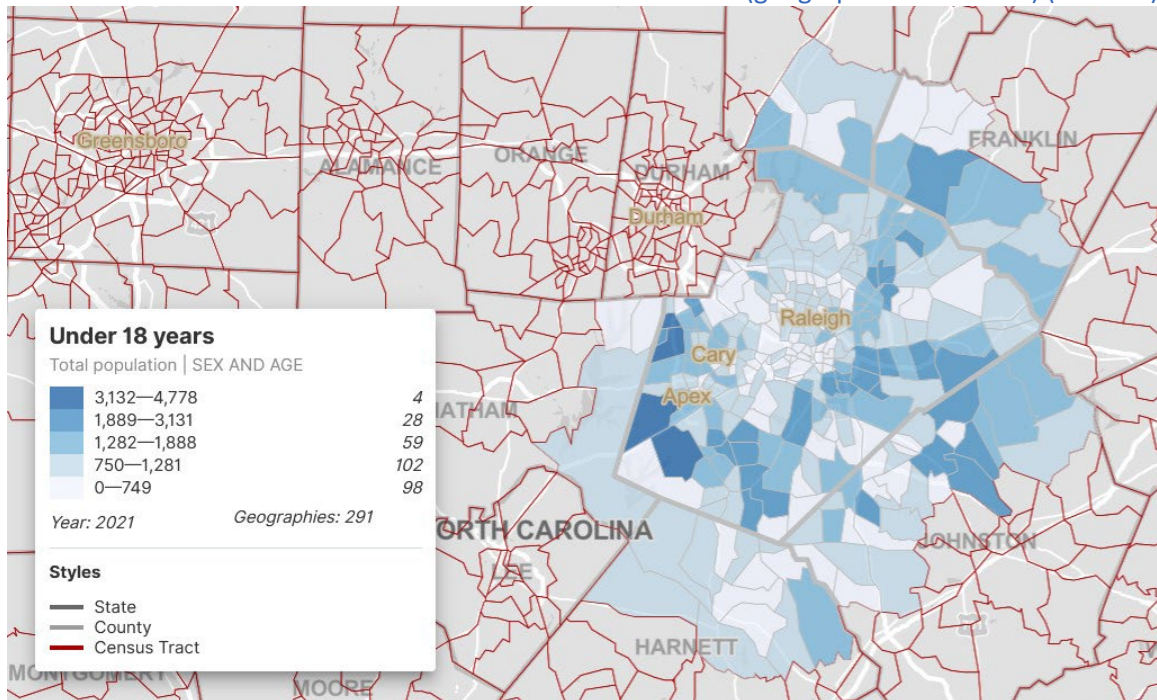


Exhibit 5.11 Youth under 18 (geographic distribution) (number)



Veterans

Overall, there are 69,843 individuals in this category, representing 6.7 percent of the total civilian population 18 years and older. By comparison, the veteran population of North Carolina is 8.0 percent and nationally is 6.9 percent of the total civilian population 18 years and older.

Exhibit 5.12 Veterans

	CAMPO region		North Carolina		United States	
	Number	Percent	Number	Percent	Number	Percent
Total population*	1,046,815	100.0%	7,964,568	100.0%	254,296,179	100.0%
Veterans	69,843	6.7%	637,790	8.0%	17,431,290	6.9%

*Civilian population 18 years and older

Exhibit 5.13 shows the concentration (percentage) of veterans within each census tract in the CAMPO region. The greatest concentrations of veterans by percentage are located in Wake County between Rolesville and Zebulon (census tract 543.03), southeast of Apex (census tract 530.06), just north of the border with Johnston County (census tracts 529.03 and 529.06), and south of Raleigh (census tract 528.16). Several census tracts in Johnston County also feature higher percentages of veterans. Exhibit 5.14 presents the concentration (number) of veterans within each census tract in the CAMPO region.

Exhibit 5.13 Veterans (geographic distribution) (percentage)

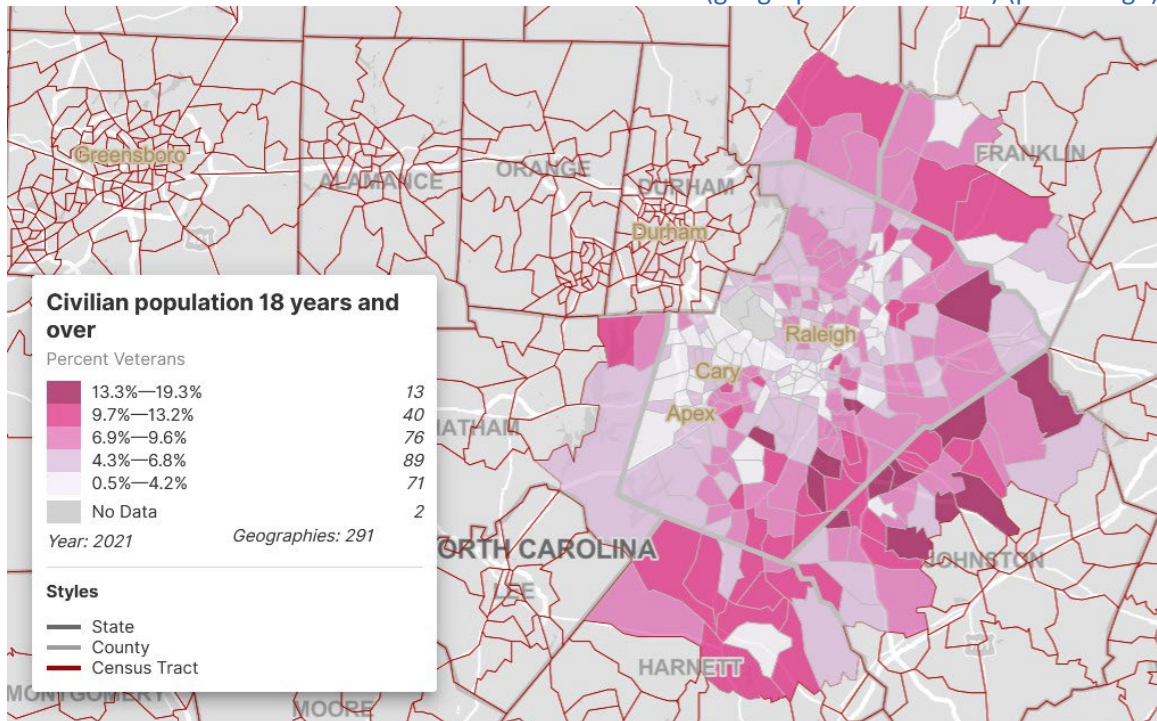
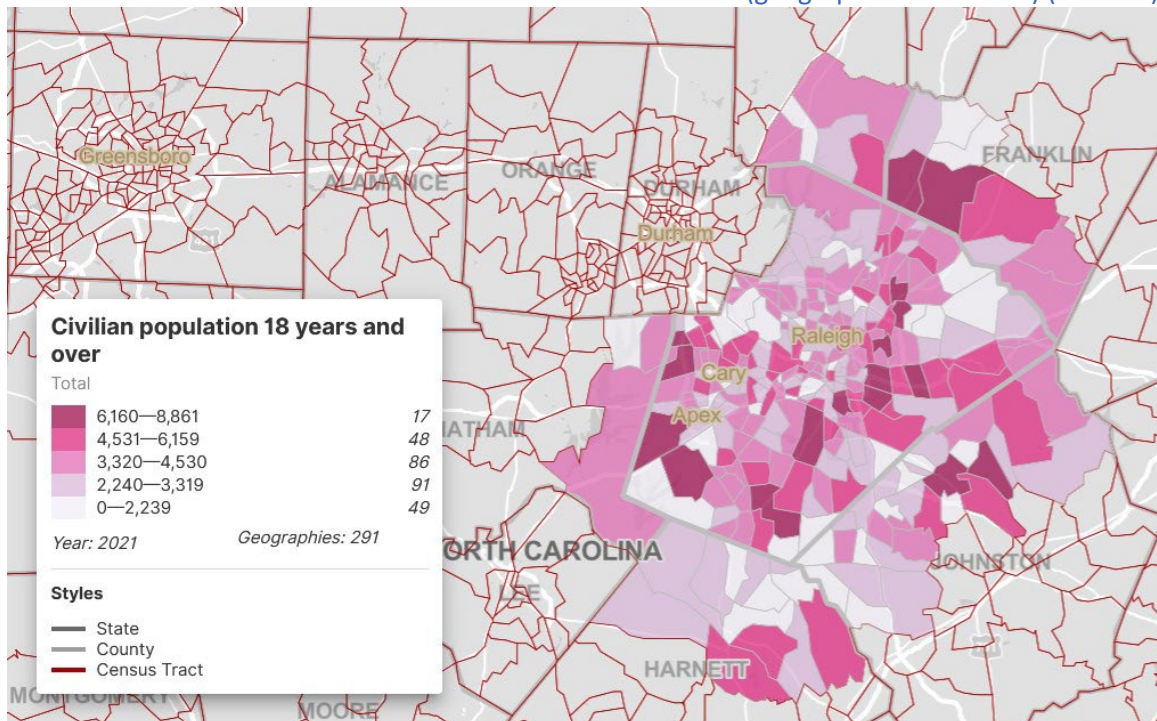


Exhibit 5.14 Veterans (geographic distribution) (number)



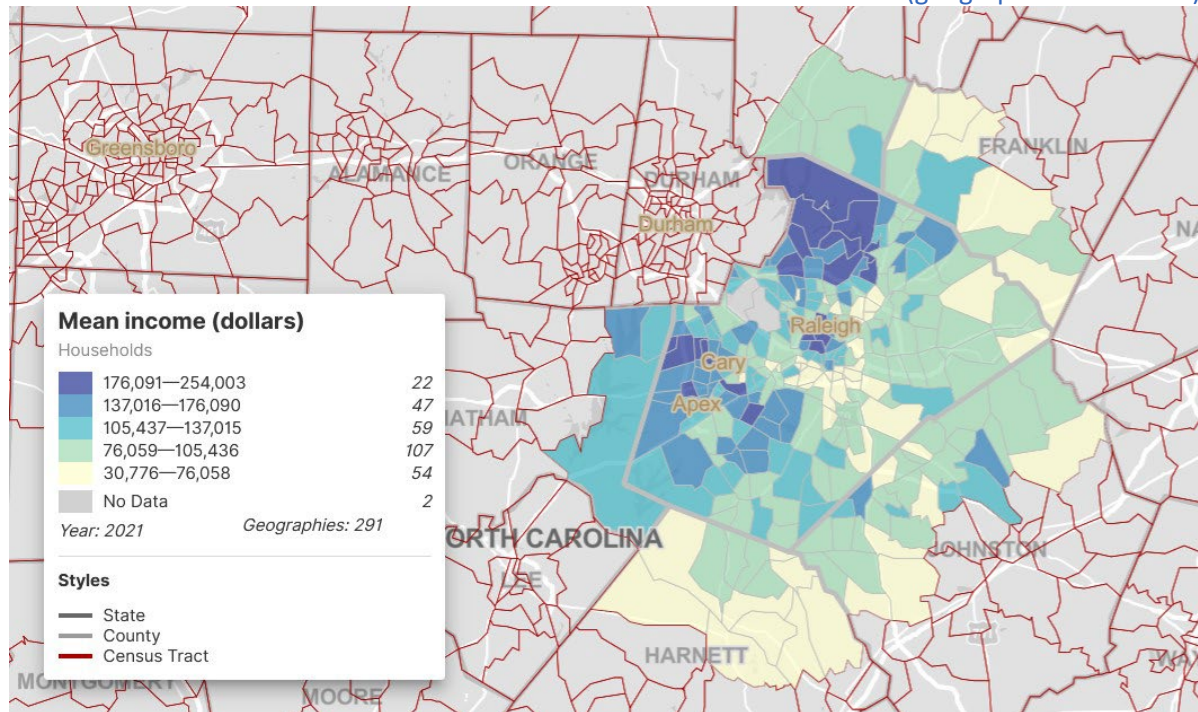
Low-income households

The mean income in the CAMPO region is \$111,227, approximately 131 percent of that of North Carolina as a whole and 114 percent of the nationwide average. The highest income areas are located to the north of Raleigh and in the Cary/Apex area. The lowest income areas are generally located within the eastern half of the CAMPO region, especially outside Wake County.

Exhibit 5.15 Mean income

	CAMPO region		North Carolina		United States	
	Number	Percent	Number	Percent	Number	Percent
Mean income	\$111,227	N/A	\$84,888	N/A	\$97,196	N/A

Exhibit 5.16 Mean income (geographic distribution)



Overall, there are 42,569 households living below the poverty level, representing 8.2 percent of total occupied households. By comparison, 13.3 percent of North Carolina households live below the poverty level, while 12.4 percent of United States households live in poverty.

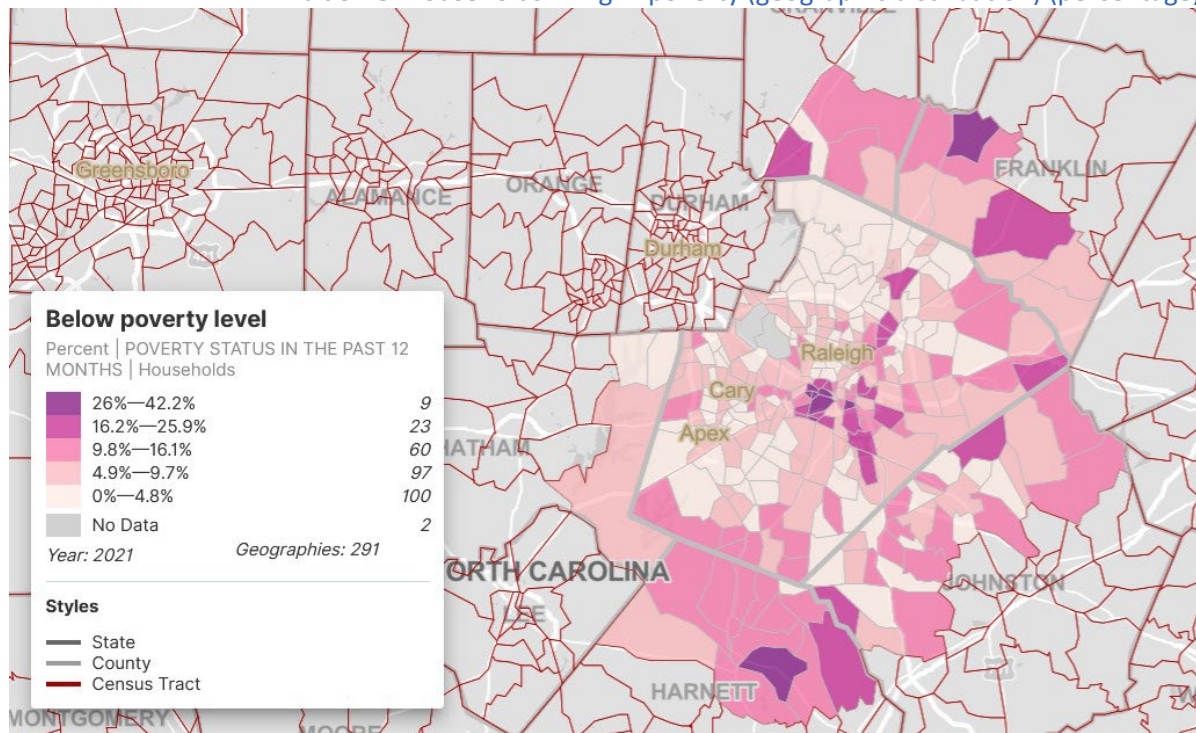
In addition, 34,175 households receive food benefits, representing 6.6 percent of total occupied households. By comparison, 12.1 percent of North Carolina households received such benefits, as do 11.4 percent nationally.

Exhibit 5.17 Poverty status and food benefits

	CAMPO region		North Carolina		United States	
	Number	Percent	Number	Percent	Number	Percent
Total households	518,598	100.0%	4,034,684	100.0%	124,010,992	100.0%
Households living below poverty status	42,569	8.2%	535,711	13.3%	15,381,768	12.4%
Households receiving food benefits	34,175	6.6%	486,376	12.1%	14,105,231	11.4%

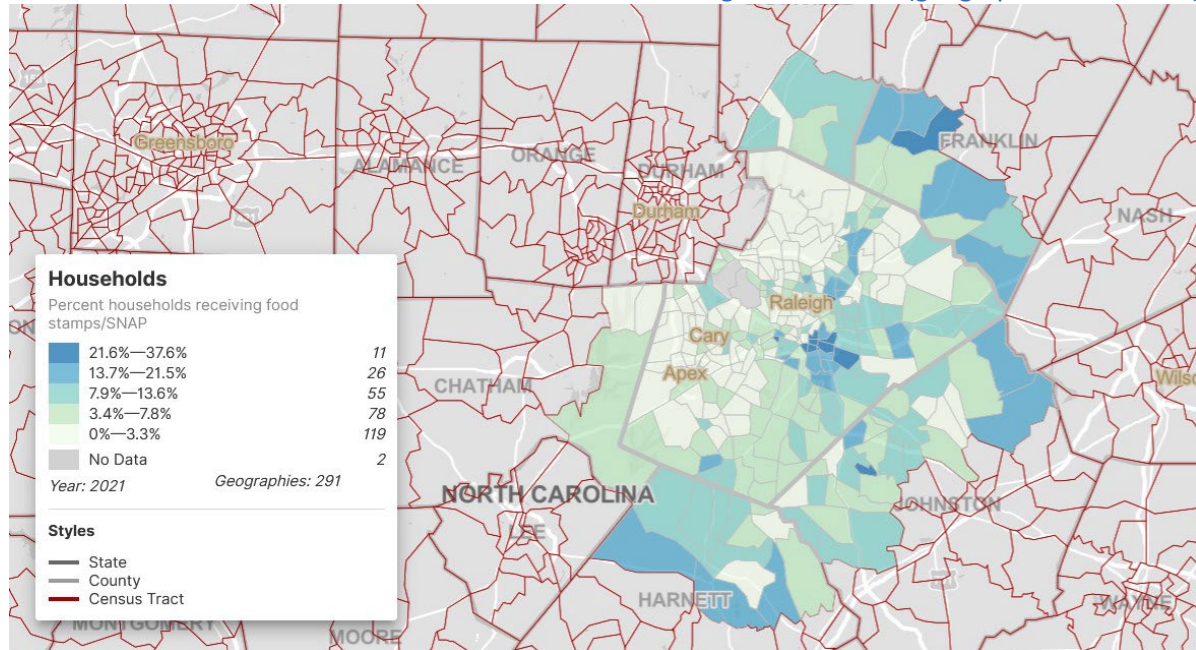
The greatest concentrations of households living in poverty are located in south Raleigh as well as census tract 604.03 (Franklin County, just north of Franklinton) and census tract 708.02 (Harnett County, between Lillington and Coats).

Exhibit 5.18 Households living in poverty (geographic distribution) (percentage)



The greatest concentrations of households receiving food benefits are located in southeast Raleigh as well as census tract 604.04 (Franklin County, in Franklinton and to the east), and census tract 411.08 (Johnston County, near Willow Springs).

Exhibit 5.19 Households receiving food benefits (geographic distribution)



Households with limited access to personal vehicles

Of the 518,598 occupied households in the CAMPO region, 3.8 percent do not have access to a personal vehicle. Nearly 30 percent of households have only a single vehicle. For many households, especially one- or two-person households, this does not constitute a mobility challenge. However, for larger households that share a single vehicle among multiple drivers, or households for which there are few alternatives should the single vehicle become inoperable, this can impact mobility. By comparison, 5.0 percent of North Carolina households have no access to a vehicle, as do 8.3 percent of U.S. households.

Exhibit 5.20 Zero- and single-vehicle households

	CAMPO region		North Carolina		United States	
	Number	Percent	Number	Percent	Number	Percent
Total occupied households	518,598	100.0%	4,299,266	100.0%	129,870,928	100.0%
Zero-vehicle households	19,592	3.8%	212,885	5.0%	10,740,582	8.3%
Single-vehicle households	155,125	29.9%	1,350,309	31.4%	43,102,329	33.2%

The greatest concentrations of households with no access to a personal vehicle are located in south Raleigh. Households with a single vehicle are more broadly distributed through the region, with many of them located in central Wake County. Other locations with greater concentrations of single-vehicle households are census tract 207.04 (Chatham County, on the border with Durham County), census tract

415.10 (Johnston County, north of Benson), and census tract 410.04 (Johnston County, northwest of Clayton).

Exhibit 5.21 Zero-vehicle households (geographic distribution)

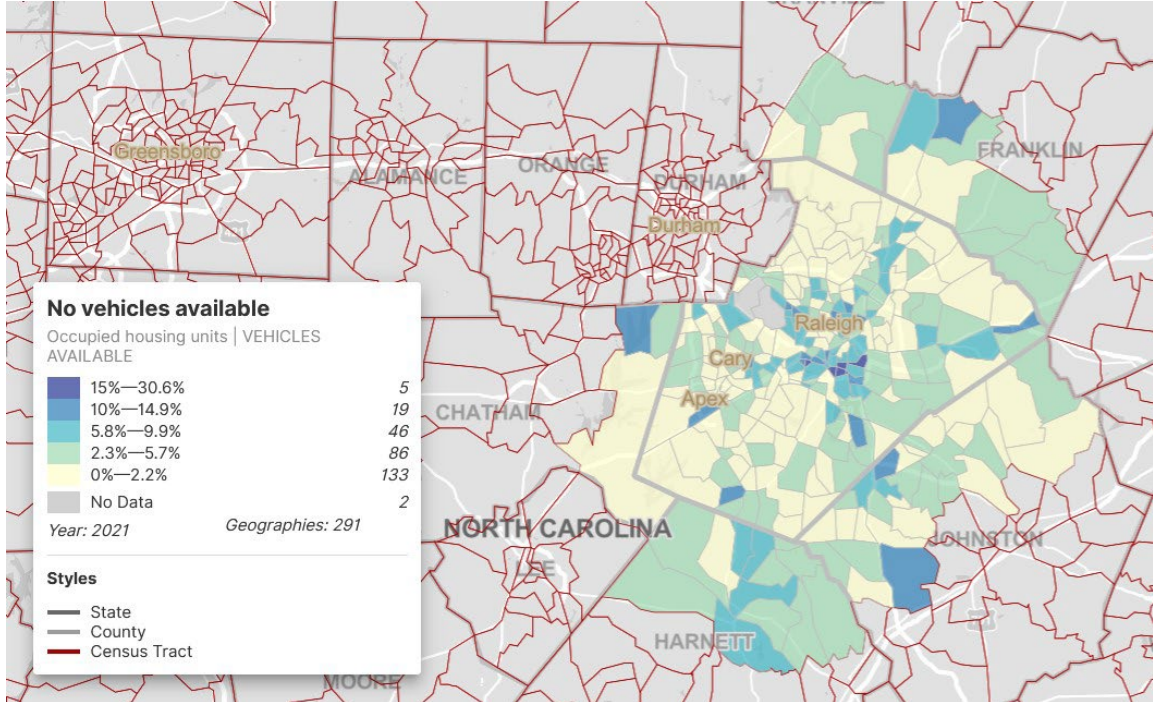
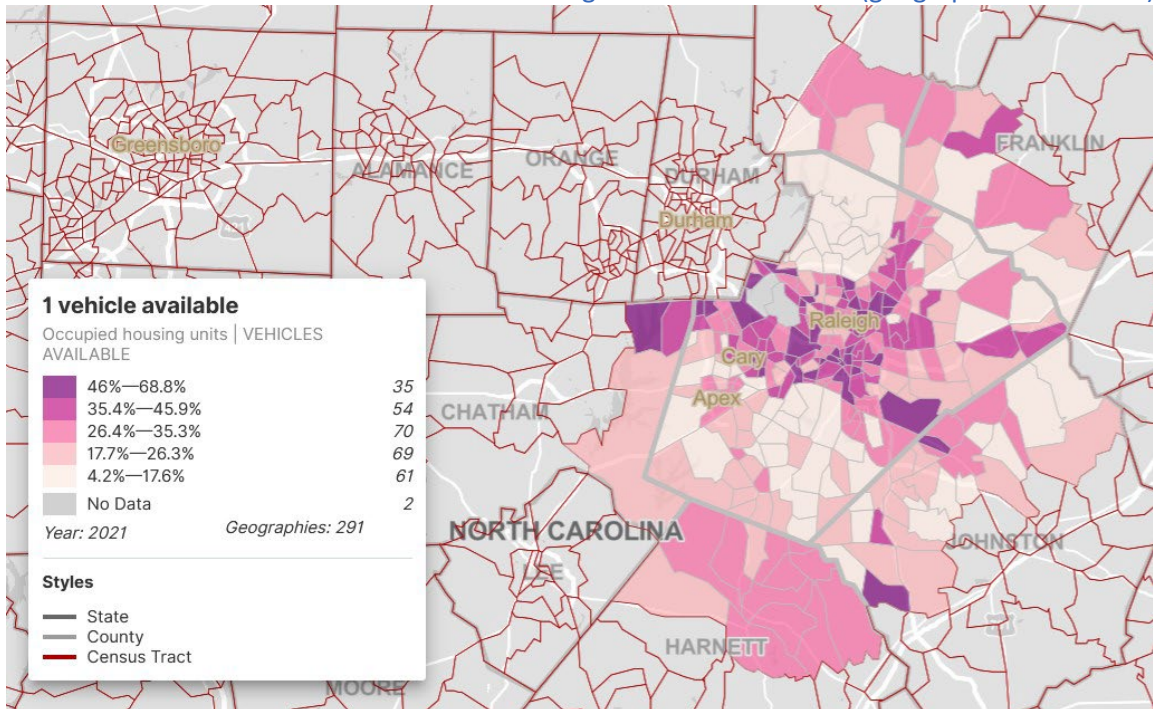


Exhibit 5.22 Single-vehicle households (geographic distribution)



5.4 Changes in Socio-Economic and Demographic Data

In addition to examining current socio-economic and demographic data, it can be useful to look at changes over time as well. This section explores changes in total population as well as changes in key disadvantaged populations since 2010. These changes are presented by county, even though some portions of each county besides Wake County lies outside the current CAMPO boundary.

Changes in Population

All of the counties within the CAMPO region have exhibited steady growth since 2010. Johnston County saw the largest increase in the decade between 2010 and 2020 (27.9 percent), followed closely by Wake County (25.3 percent). Granville County had the least growth during that decade, at just six percent. Between 2020 and 2023, Franklin County is expected to have the greatest growth, increasing in population by 39.5 percent. It is followed by Johnston County (33.3 percent). Again, Granville County is expected to have the least population growth.

Exhibit 5.23 Total population change by county (number)

	Wake	Chatham	Franklin	Granville	Harnett	Johnston
2010	901,036	63,486	60,564	57,550	114,693	168,879
2020	1,129,393	76,285	68,573	60,992	133,568	215,999
2021	1,154,170	77,095	70,655	60,720	134,986	224,833
2022	1,171,331	79,083	74,709	61,686	138,324	233,616
2023 (estimate)	1,190,275	81,624	77,001	62,192	141,477	241,955
2030 (projection)	1,363,836	90,115	95,631	66,816	158,600	287,852

Sources: North Carolina Office of State Budget and Management (2010-2022, 2030) and U.S. Census Bureau (2023).

Exhibit 5.24 Total population change by county (percent)

	Wake	Chatham	Franklin	Granville	Harnett	Johnston
2010 to 2020	25.3%	20.2%	13.2%	6.0%	16.5%	27.9%
2020 to 2030	20.8%	18.1%	39.5%	9.5%	18.7%	33.3%

Sources: North Carolina Office of State Budget and Management (2010-2022, 2030) and U.S. Census Bureau (2023).

Within Wake County, adults age 65 and older, persons with disabilities, and minorities comprise increasingly higher percentages of the total population. The youth and veteran populations are decreasing proportionally, as is the low-income population (defined for this analysis as those living below the federal poverty level).

Exhibit 5.25 Key demographic changes – Wake County

	Overall population	Seniors (65+)	Persons with disabilities	Youth	Low-income individuals	Veterans	Minorities
2010	850,546	68,894	67,647	221,993	106,024	54,158	311,726
% of total		8.1%	8.0%	26.1%	12.5%	6.4%	36.7%
2020	1,091,662	127,133	92,047	260,902	91,083	51,291	444,397
% of total		11.6%	8.4%	23.9%	8.3%	4.7%	40.7%
2022 (estimate)	1,132,103	138,567	99,399	264,406	90,909	50,360	472,397
% of total		12.2%	8.8%	23.4%	8.0%	4.4%	41.7%

Within Chatham County, adults age 65 and older and minorities comprise increasingly higher percentages of the total population. The youth and veteran populations are decreasing proportionally, as is the low-income population (defined for this analysis as those living below the federal poverty level) and population of individuals with disabilities.

Exhibit 5.26 Key demographic changes – Chatham County

	Overall population	Seniors (65+)	Persons with disabilities	Youth (under 18)	Low-income individuals	Veterans	Minorities
2010	61,426	10,688		13,575	7,351	5,153	17,581
% of total		17.4%		22.1%	12.0%	8.4%	28.6%
2020	72,853	17,757	10,415	14,673	7,736	4,271	20,488
% of total		24.4%	14.3%	20.1%	10.6%	5.9%	28.1%
2022 (estimate)	76,754	19,026	9,821	14,978	7,877	4,385	22,175
% of total		24.8%	12.8%	19.5%	10.3%	5.7%	28.9%

Note: 2010 disability data was not available for Chatham County.

Within Franklin County, adults age 65 and older, persons with disabilities, and minorities comprise increasingly higher percentages of the total population. The youth and low-income populations (defined for this analysis as those living below the federal poverty level) are decreasing proportionally. The percentage of veterans has fluctuated.

Exhibit 5.27 Key demographic changes – Franklin County

	Overall population	Seniors (65+)	Persons with disabilities	Youth	Low-income individuals	Veterans	Minorities
2010	58,473	7,075		14,501	8,513	4,381	21,213
% of total		12.1%		24.8%	14.6%	7.5%	36.3%
2020	68,027	11,502	10,844	14,957	7,592	4,008	22,972
% of total		16.9%	15.9%	22.0%	11.2%	5.9%	33.8%
2022 (estimate)	69,680	11,803	11,586	15,086	6,614	4,484	26,178
% of total		16.9%	16.6%	21.7%	9.5%	6.4%	37.6%

Note: 2010 disability data was not available for Franklin County.

Within Granville County, adults age 65 and older, persons with disabilities, and minorities comprise increasingly higher percentages of the total population. The youth and veteran populations are decreasing proportionally, though the low-income population (defined for this analysis as those living below the federal poverty level) makes up a greater percentage.

Exhibit 5.28 Key demographic changes – Granville County

	Overall population	Seniors (65+)	Persons with disabilities	Youth	Low-income individuals	Veterans	Minorities
2010	58,071	6,969		13,356	6,499	4,796	24,536
% of total		12.0%		23.0%	11.2%	8.3%	42.3%
2020	59,823	10,187	8,560	12,301	8,042	3,634	25,323
% of total		17.0%	14.3%	20.6%	13.4%	6.1%	42.3%
2022 (estimate)	61,161	10,448	9,433	12,378	8,245	3,544	26,724
% of total		17.1%	15.4%	20.2%	13.5%	5.8%	43.7%

Note: 2010 disability data was not available for Granville County.

Within Harnett County, adults age 65 and older, persons with disabilities, and minorities comprise increasingly higher percentages of the total population. The youth and veteran populations are decreasing proportionally, as is the low-income population (defined for this analysis as those living below the federal poverty level).

Exhibit 5.29 Key demographic changes – Harnett County

	Overall population	Seniors (65+)	Persons with disabilities	Youth	Low-income individuals	Veterans	Minorities
2010	109,031	11,339	14,735	29,984	17,377	10,500	37,989
% of total		10.4%	13.5%	27.5%	15.9%	9.6%	34.8%
2020	134,328	16,882	19,050	35,003	20,694	12,269	52,293
% of total		12.6%	14.2%	26.1%	15.4%	9.1%	38.9%
2022 (estimate)	134,718	17,740	19,898	34,387	18,893	11,058	53,885
% of total		13.2%	14.8%	25.5%	14.0%	8.2%	40.0%

Within Johnston County, adults age 65 and older and minorities comprise increasingly higher percentages of the total population. The youth population is decreasing proportionally, as is the low-income population (defined for this analysis as those living below the federal poverty level). The percentages of persons with disabilities and veterans have fluctuated.

Exhibit 5.30 Key demographic changes – Johnston County

	Overall population	Seniors (65+)	Persons with disabilities	Youth	Low-income individuals	Veterans	Minorities
2010	160,675	16,068	20,718	44,668	27,993	11,382	47,203
% of total		10.0%	12.9%	27.8%	17.4%	7.1%	29.4%
2020	203,308	27,100	28,145	51,779	24,572	14,552	67,294
% of total		13.3%	13.8%	25.5%	12.1%	7.2%	33.1%
2022 (estimate)	219,042	29,727	27,834	54,580	23,185	14,475	76,994
% of total		13.6%	12.7%	24.9%	10.6%	6.6%	35.2%

Chapter 6 | Summary of Public Engagement

The purpose of this chapter is to summarize stakeholder and public feedback regarding existing transportation services as well as unmet transportation needs within the CAMPO planning area.

In total, five surveys were conducted: Human Services Stakeholder survey (two versions: Leadership and Staff), Transit Operator survey (two versions: Leadership and Staff), and Community survey (open to the general public). Lastly, a series of information-sharing pop-up events and a virtual community workshop were conducted. Copies of all survey instruments can be found in Appendix C.

6.1 Human Services Stakeholder Survey

In February 2024, a self-administered survey was sent to more than 400 community stakeholders. The stakeholder engagement included outreach to a wide array of service providers including public, private, and non-profit transportation providers; human services providers; healthcare organizations; advocates of individuals with disabilities, seniors, low-income and unhoused persons, and veterans; workforce agencies; educational institutions; and faith-based organizations.

To facilitate the survey's distribution, Moore & Associates compiled a database of community stakeholders located within the five-county project area: Wake, Franklin, Granville, Harnett, and Johnston counties. The greatest population is located within Wake County which includes the city of Raleigh. (Note: Subsequent to project initiation, the consultant team began receiving public input specific to Chatham County. Therefore, the stakeholder survey analysis includes some Chatham data.)

Multiple attempts were made via email, first class post, phone, and discussion at CAMPO's quarterly Mobility Management Committee to encourage survey participation. This analysis reflects responses/data received from 30 organizations. Many of the 2024 project participants also participated in CAMPO's 2018 Coordinated Public Transit – Human Service Transportation Plan.

31. The Arc of the Triangle (DBA Triangle Disability & Autism Services)
32. Cardinal Transport LLC
33. The Center for Volunteer Caregiving
34. Clayton Center for Active Aging
35. Duke Health
36. Families Together
37. Fresenius Kidney Care East Johnston
38. Harnett Area Rural Transit System (HARTS)
39. Harris Creek Elementary School
40. Haven House Services
41. Holly Springs Apartments
42. LGBT Center of Raleigh
43. Lillington-Shawtown Elementary School
44. Mariam Clinic

45. Meals on Wheels Wake County
46. Racial Equity Social Justice (CAG)
47. Renewed Strength Counseling Services
48. Research Triangle Foundation of North Carolina
49. Town of Apex
50. Town of Archer Lodge
51. Town of Cary
52. Town of Morrisville
53. Wake County Eastern Regional Center
54. Wake County Health and Human Services
55. Wake County Health and Human Services Departure Center
56. Wake County Northern Regional Center
57. Wake County Public Libraries
58. Wake County Southern Regional Center
59. Women's Center of Wake County
60. The Woods at Avent Ferry

The survey sought to gain first-hand insight into the specific offerings/programs provided by the individual respondent, the core functions of the respondent, approximate size of the client base, location (i.e., which county) where most of the respondent's clientele reside, ability to meet current transportation needs (as well as barriers to same), specifics as to client mobility/transportation needs, most significant transportation challenges, and preferred (greatest) transportation enhancements.

Several staff surveys were received from organizations which did not submit a leadership survey. These additional organizations included the North Carolina Council for the Blind, Zebulon ERC, Dorcas Ministries, Resources for Seniors/Eastern Wake Senior Center, Advance Community Health, First Citizens Bank, and NCWorks. Responses from these organizations, as well as additional staff comments from stakeholders cited above, have been included where appropriate.

Key findings from the survey are provided below. A full discussion of all survey questions is provided in Appendix D.

Summary of key findings:

- Government or private non-profit organizations (80 percent)
- Most common core functions included information/referral (50 percent), social services (33.3 percent), counseling (30 percent), and healthcare (30 percent).
- More than 53 percent cited a client/member base of more than 1,000 individuals.
- Most common historically transportation-disadvantaged populations served include older adults (age 60+) (70 percent), adults with physical disabilities (ambulatory) (50 percent), adults with physical disabilities (non-ambulatory) (50 percent), and adults with cognitive or developmental disabilities (36.7 percent).
- The majority of respondents serve individuals in Wake County.

- More than 62 percent of respondents either contract with a public transit provider or directly transport clients; 28.1 percent said they do not provide any support for client transportation.
- More than 81 percent of respondents said not all of their clients are able to fully meet their transportation needs using private transportation resources or existing public or human service transportation. The greatest needs, though modest in number, were for paratransit or dial-a-ride services between Franklin/Granville and Chatham/Harnett/Johnston counties as well as for door-through-door service for those with severe disabilities or frailty.
- Common barriers to using existing transportation services included a lack of knowledge about the services and/or how to use them (25 percent said this was a barrier for most or all of their clientele); and safety concerns (17.9 percent said this was a barrier for most or all of their clientele).
- The most significant challenges respondents encountered with respect to providing transportation services were a lack of funding (68 percent) and a lack of transportation services within their program area (40 percent).
- Stakeholder organizations are most interested in learning about and/or participating in coordinated outreach (56 percent) and sharing passenger trips (32 percent).
- Slightly more than one-quarter of respondents (27 percent) indicated they directly operate, contract for, or subsidize any kind of transportation service or program.
 - Nearly three quarters of these said use of their transportation service/program is limited to either all or eligible members of their organization.
 - Most of these organizations (83 percent) do not receive funding under FTA Section 5310.
 - All planned to continue their transportation program during the next five years.

6.2 Transit Operator Stakeholder Survey

A self-administered survey was disseminated to each of the publicly funded transit operators serving the six-county study area. Recipients had the option of completing the 17-question survey online or via printed version. Ultimately eight providers participated:

9. GoCary
10. GoRaleigh
11. GoTriangle (two responses)
12. GoWake Access
13. Harnett Area Rural Transit System (HARTS)
14. Johnston County Area Transit System (JCATS)
15. Kerr Area Transportation Authority (KARTS)
16. North Carolina State University – Wolfline

In addition to informing the Transportation Services Inventory, the survey sought to identify unmet transportation needs as well as possible gaps in the regional transportation network. A further objective was the identification of potential service coordination opportunities amongst the responding entities.

Key findings from the survey are provided below. A full discussion of all survey questions is provided in Appendix E.

Summary of key findings:

- When asked what they would like to get out of the Coordinated Plan process, common themes of transit operator comments included better regional coordination/connectivity regarding services, increased funding for operations and vehicles, and identification of opportunities for sharing resources.
- The primary challenge cited by nearly all of the operators was providing sufficient service to meet the needs of the communities they serve. In some cases, the cause is the expansion of the service area and/or a greater demand for trips, which stretches existing resources. In others, driver and/or vehicle shortages further complicate capacity issues. Both of these distill down to a need for additional funding to recruit and hire more staff and/or purchase more vehicles in order to better meet the demand for services.
- Additional funding is one of the primary resources needed to address the challenges cited. Others include the creation of transportation hubs, better marketing, coordinated driver recruitment, technical assistance with IT, and better information-sharing regarding road closures and construction. JCATS also cited a need for improved advocacy for local and regional transit programs with local elected leadership.
- When asked to describe transit needs that were not being met, many of the comments cited a need for reliability, increased frequency, expanded service days or hours, and an expanded service area. Others indicated a lack of public awareness, a need for Spanish-language service information and outreach, and micro-transit or on-demand service.
- Transit operators were asked what type of support from CAMPO's Mobility Manager would benefit their organization the most. Two primary requests arose from this question. The first was a need for a regional view of transportation, one that would foster understanding of all the transportation options available. The second was a desire for better coordination with local agencies regarding opportunities for funding, coordination, and resource-sharing.

6.3 Community Survey

In late 2023, the North Carolina Capital Area Metropolitan Planning Organization (CAMPO) embarked on the preparation of its 2024 Public Transit – Human Service Transportation Coordination Plan (Coordinated Transportation Plan). The Plan is updated every five years and includes two primary elements. First, identify unmet transportation needs throughout the capital region, especially as they pertain to historically transportation-disadvantaged individuals. Second, identify practical, cost-effective, and sustainable strategies for addressing such needs and transportation “gaps.”

The project methodology for updating of the Coordinated Transportation Plan included a variety of public engagement activities including a bilingual (English/Spanish) community survey. The survey sought to gather primary information from persons residing throughout the six-county project area (Wake, Chatham, Franklin, Granville, Harnett, and Johnston counties). Specifically, the survey included questions regarding typical travel behavior, basic demographic, access to and use of public transit, current unmet

transportation needs, and barriers (perceived as well as actual) to currently available transportation services.

To encourage the greatest possible participation, the survey was provided to several community organizations for dissemination to their members/clientele, at nearly 20 information-sharing pop-up events conducted in early February 2024, and online via a link from the project website. This analysis reflects a survey sample of 176.

Key findings from the survey are provided below. A full discussion of all survey questions is provided in Appendix E.

Summary of key findings:

- The typical community survey respondent:
 - Speaks English (68.1 percent),
 - Identifies as a woman (59.3 percent),
 - Is 65 years old or older (51.9 percent),
 - Is not disabled (85.2 percent),
 - Is not a minority or 2+ races (64.4 percent), and
 - Has a household combined income of more than \$53,000 (65.2 percent).
- More than 84 percent indicated the city or town nearest their residence was located in Wake County.
- More than three-quarters of respondents cited a personal vehicle as their regular travel mode.
- Public transit use was cited by 24.2 percent of respondents, while another 26.8 percent said they would ride if it were available. GoRaleigh was the most frequently cited transit program used.
- Respondents were asked to cite their three most frequent travel destinations. Top responses included medical appointments/hospital (61.5 percent), grocery store/pharmacy (55.4 percent), and work or volunteer (39.2 percent). Nearly 60 percent said their typical travel distance was between three and ten miles from home.
- Nearly 42 percent of respondents noted there were public transit services available in their area. Nearly 31 percent indicated not knowing what transportation services were available in their area.
- Among those for whom public transportation service is available, the bus stop being too far from home was the most frequently cited reason (29.7 percent) for not using transit. The bus not going where people need to travel was the second most frequently cited reason (22.5 percent).
- Nearly 50 percent of respondents indicated a barrier to using transit was it being too far to walk (49.4 percent).
- Of the 28.7 percent of respondents who indicated having difficulty making specific trips, half had trouble accessing medical appointments/hospital, while 35 percent had difficulty getting to the grocery store/pharmacy. Work or volunteer trips were difficult for 30 percent, while access to religious/cultural activities were a challenge for 27.5 percent.



NEED TRANSPORTATION?

2024 Coordinated Public Transit – Human Services Transportation Plan Update

Plan Overview

The 2024 Coordinated Plan seeks to identify practical, sustainable, and cost-effective strategies for improving day-to-day mobility/ transportation for all persons residing within CAMPO's jurisdictional area (all of Wake County, and portions of Chatham, Franklin, Granville, Harnett, and Johnston counties).

The Plan Will:

- Guide funding and service decisions for transportation projects supporting **older adults, people with disabilities, and individuals with low incomes**. Historically, these demographic groups have fewer transportation options and often must rely on public transportation services, social services, community organizations, family, or friends.
- Recommend regional priorities for transportation investments and initiatives for **human services and public transit coordination**. Lastly, the Plan will serve as a federally-required update to the 2018 Coordinated Public Transit – Human Services Transportation Plan.

2018 Recommendations Included:

- Extended public transit service hours.
- Improved schedule coordination
- Improved connectivity across public transit agencies operating within the region
- Introduction of a Mobility Coordinator program
- New micro-transit and on-demand transportation services
- Funding for vehicles for social and community service organizations.

Participate Your Way!

Survey

Online:
publicinput.com/CAMPOcommunitysurvey
 Or Scan this QR code:

Print:
 Available at in-person events
 Or Call 984-542-3603
 Or Email CrystalOdum@campo-mpls.org

In-Person

Pop-up Tables:
 February 6 & 7
 10+ Locations!

Online/In-Person Meeting:
 February/March
 Visit the project website for details.

<https://publicinput.com/coordinatedplan2024>

CAMPO Reasonable accommodations are provided upon request. If assistance is needed or to request documents in an alternative format, including print, or in a different language, please contact the CAMPO's office at 984-542-3603. If you are hearing or speech impaired and you use TTY (Telecommunications Device for the Deaf), please call North Carolina Relay at 800-735-2542 and request a connection to the Capital Area Metropolitan Planning Organization at 984-542-3603.

6.4 Community Pop-Up Events

Tabling events were conducted across two days in early February 2024 at various locations of public activities. These included community libraries, senior centers, regional resource centers, and housing shelters. A list of the locations visited are below:

- Apex Senior Center
- A Place at the Table
- Benson Center for Active Aging
- Cary Senior Center
- City of Raleigh Men's Shelter
- Eastern Regional Center
- Garner Senior Center
- John P. Greene Community Center
- Knightdale East Regional Library
- Smithfield Senior Dining Center
- South Granville Senior Center
- The Harrison Center for Active Aging
- Walnut Terrace Public Housing
- Wendell Community Center
- Wendell Community Library
- White Oaks Foundation
- Zebulon Community Library

The consultant team found success in coordinating their event times with senior congregate meal times. This time allowed for a brief presentation and distribution of the one-page community survey. Additionally, this allowed assistance to be provided to participants and presented an opportunity to ask questions and voice concerns regarding their transportation needs.

Senior centers in South Granville, Smithfield, Garner, and the White Oaks Foundation were good venues with the survey's target audience. Seniors at these locations relied on public transportation to get them around their communities. Several attendees that indicated using the current public transportation system, still struggle with limited access to Raleigh or Durham locations for medical-related trips. This sentiment was echoed by attendees in Smithfield and Cary for less expensive trips for longer distances, such as between Cary and Raleigh-Durham.

The majority of outreach efforts that found success were due to the coordination of an activity at the location at the same time. Meal times at senior centers, story-time at the libraries, and set programs at community centers were helpful to maintain foot traffic and visibility of the outreach teams. Events that were scheduled outside these coordinated activities saw a decrease in foot traffic and opportunities to connect to the public.



NC Capital Area Metropolitan Planning Organization

In total, the outreach team visited 17 locations. Blank surveys and flyers were left at each location for further distribution. Several representatives from the MCC attended the events and brought service information and give away items to incentivize participation.

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Chapter 7 | Needs Assessment and Service Gap/Overlap Analysis

This chapter draws upon input received through the stakeholder surveys, transit operator surveys, community surveys, pop-up events, submitted comments, and discussions with CAMPO staff. It identifies a series of mobility and transportation needs that can potentially be addressed through coordination activities. Identified needs are compared against existing and planned transit service levels, available programs, and other considerations to identify gaps on a geographic and temporal basis, as well as those associated with eligibility.

- **Geographic** gaps are those where no transportation services are provided to a particular location. An example would be an area that is not within the service area for any transportation service, or where there is no service connecting two locations.
- **Temporal** gaps are those where transportation services are available, but not at the time(s) individuals want or need to travel. For example, if a transportation service begins service at 8:00 a.m., but there is a need to travel to work at 6:00 a.m., this is a temporal gap.
- **Eligibility** gaps are those where a transportation service is available, but not everyone meets the criteria for its use. For example, a social services transportation service may be available only to seniors within a specific area. Those who do not meet the age criteria would not be eligible to use the service.

We also evaluated areas where service may be provided yet does not meet the transportation needs of the intended users. For example, a service that stops in a community once or twice a day, yet not when persons residing therein need to travel.

The following narrative describes the needs identified through the analysis process, indicates the catalyst for each, and explains the resulting service gaps or issues. Expressed needs that were not found to result in a service gap are also discussed. Details regarding strategies and recommendations arising from this analysis – including prioritization – are provided in Chapter 8.

In this chapter, service needs and gaps are organized based on the type of need expressed.

Lack of access

Need #1: There is a need for better regional connectivity, especially in rural portions of Wake County, in rural counties, and between jurisdictions.

Catalyst: Stakeholder survey, transit operator survey

Description: The needs of clients do not follow the same boundaries as the individual jurisdictions providing the transit services. As a result, rural jurisdictions are tasked with providing service into urban

areas, some of which are included in the CAMPO region and some which are not. Riders need to be able to make necessary trips (especially for medical purposes) for an affordable price without negatively impacting their health.

Service Gap or Issue: Currently, transportation services in rural areas are provided by Chatham Transit Network, GoWake Access, Harnett Area Rural Transit System, Johnston County Area Transit System, Kerr Area Transportation Authority. The service gap arises when rural operators do not have the capacity to directly provide trips into urban areas, or when the rider's need to cross jurisdictional boundaries cannot be accommodated by the rural service or coordinated between services.

This need is addressed under Strategies 3.1.1 and 3.1.2.

Need #2: There is a need for more capacity for reliable and cost-effective out-of-county medical trips.

Catalyst: Stakeholder survey, transit operator survey, 2018 Coordination Plan

Description: At present, most transit operators offer some provision for out-of-county transportation for medical trips. The availability of slots for these trips is often limited, and this can result in riders either not receiving the medical care they need or having to pay significantly more (often more than they can afford) to use a taxi, Uber, or Lyft.

Service Gap or Issue: Currently, out-of-county medical trips are provided by Harnett Area Rural Transit System and Kerr Area Transportation Authority. Availability of slots for these trips is often limited, which can result in riders either not accessing the medical care they need or having to pay significantly more (often more than they can afford) to use a taxi, Uber, or Lyft. Services are limited to one or two days/week. In some cases, appointments must end by 1:00 p.m. Use of these services by non-senior adults is either limited or not available.

This need is addressed under Strategies 1.1.2, 3.1.1, and 3.1.2.

Need #3: There are continued challenges with dialysis transportation due to limited capacity and/or jurisdictional boundaries.

Catalyst: Stakeholder survey, community survey, pop-up event comments, emailed comments

Description: Dialysis treatments are often needed three to four times a week, and take several hours to administer. Jurisdictional boundaries can present barriers. There is no demand-response service that effectively and reliably transports dialysis patients between Wake County and Durham or Orange counties for treatment. For example, someone traveling from Cary to Durham would need to book a Tier 3 trip on GoCary Door to Door. However, the availability of Tier 3 trips is extremely limited, and depend on the rider being able to secure a guaranteed reservation.

Service Gap or Issue: In most areas, the transit provider offers dialysis transportation. However, some services have limited capacity, especially for out-of-area trips. As a result, some riders are unable to secure

a confirmed trip for their appointment. While many operators strive to make dialysis patients a priority, there are limits to available funding for such trips. In addition, dialysis clinics are often located in inconvenient areas (from a transit perspective) despite their many transportation-disadvantaged clients, yet the onus for transportation is put onto the public sector.

This need is addressed under Strategies 1.1.2, 3.1.1, and 3.1.2.

Need #4: Peak-hour transit service is less reflective of changing work needs and does not address other mobility needs.

Catalyst: Stakeholder survey, community survey, Wake Bus Plan

Description: For many years, some transit services have been designed to transport riders to and from work or school, which results in them operating during peak hours only (typically 6 a.m. to 9 a.m. and 2 p.m. to 6 p.m., or similar). However, with the advent of more remote work in the wake of the COVID-19 pandemic, peak-hour services do not serve the needs of the community the way they used to. This type of schedule does not enable the route to be used for errands or appointments that do not require a full day. Many of the fixed-routes that serve rural areas only operate during morning and afternoon peak hours. These include Route 305, FRX, WRX, and ZWX. There is more demand for mid-day service, especially for routes that offer critical linkages between rural and urbanized areas. For example, the only service into Holly Springs is GoTriangle Route 305, which operates only peak-hour service. There is no service into the area between approximately 8:45 a.m. and after 5:00 p.m. The same is true of Raleigh Express services - Route FRX service to Fuquay-Varina and Route ZWX to Zebulon and Wendell.

Service Gap or Issue: While this does represent a service gap, the Wake Bus Plan already addresses it. Expansion of several of the peak-hour routes to all-day service is already planned within the Wake Bus Plan. Those changes relevant to needs identified within this Coordinated Plan include:

- Realignment of GoTriangle Route 305, with all-day service to Apex (FY 2024).
- Expansion of GoTriangle Route 305 with all trips serving Holly Springs (FY 2027).
- Realignment of GoTriangle Route ZWX with all-day service (FY 2027).

Need #5: There is a need for additional mobility options in Fuquay-Varina and Holly Springs.

Catalyst: Stakeholder survey, community survey, Town of Fuquay-Varina and Wake County Micro-transit Study

Description: Fuquay-Varina and Holly Springs were two of the locations identified through community outreach as needing some form of transportation service. One of the challenges in Holly Springs, in particular, is the presence of several low-income senior housing facilities, of which the majority of residents have no way to access grocery stores and other essential errands. A micro-transit study for Fuquay-Varina was completed in 2019, though recommendations from that study were never implemented.

Currently, service in Fuquay-Varina is provided by the FRX -Raleigh Express service and GoWake Access. GoTriangle Route 305 provides limited peak-hour service in Holly Springs. The Town of Fuquay-Varina declined to implement a micro-transit service following completion of its study in 2019 due to the cost of the service and has not shown interest in doing so recently.

Service Gap or Issue: While this does represent a service gap, particularly in Holly Springs, the Wake Bus Plan already includes a phased expansion to all-day service in Holly Springs. Those changes relevant to needs identified within this Coordinated Plan include:

- Realignment of GoTriangle Route 305, with all-day service to Apex (FY 2024).
- Expansion of GoTriangle Route 305 with all trips serving Holly Springs (FY 2027).

Need #6: There is a need for an additional mobility option within Clayton.

Catalyst: Stakeholder survey, community survey

Description: Clayton is located in Johnston County, approximately 15 miles southeast of Raleigh. Service in Clayton is provided by JCATS, which provides contracted human services transportation and limited general public transportation throughout the county. Given the limited availability of general public trips, there is a need for more localized service in the Clayton area.

Service Gap or Issue: Limited capacity is available for transport of the general public (that is, non-seniors and individuals not certified as disabled). This represents a service gap for those wishing to travel within Clayton.

This need is addressed under Strategy 3.2.4.

Need #7: There is a continuing need for enhanced transportation within eastern Wake County and between eastern Wake County and Raleigh.

Catalyst: Stakeholder survey, community survey, Northeastern Wake County – NC Rural Micro-transit Service Plan

Description: Eastern Wake County includes the communities of Zebulon, Wendell, Knightdale, and Rolesville. Service in these areas has been provided by the GoWake SmartRide NE pilot micro-transit program since 2022. Moving forward, SmartRide will include Knightdale, but not Rolesville.

Service into Raleigh is provided by GoRaleigh Route 33, which serves Knightdale, and the Zebulon-Wendell-Raleigh Express (ZWX) route serving park and ride lots in Wendell and Zebulon. Route 33 provides all-day service into Raleigh, while Route ZWX provides peak-hour service.

Service Gap or Issue: Despite these services, there are still challenges accessing essential services, both within eastern Wake County and in Raleigh.

This need is addressed under Strategy 3.2.8.

Need #8: There is a need for extended service hours and days, especially in rural areas where there are limited options.

Catalyst: Stakeholder survey, community survey, pop-up event comments

Description: This ties into other needs identified herein, particularly the need for more mid-day service where only peak-hour service exists. Another issue is a need for later evening and earlier morning service to meet the needs of workers, many of whom do not work a traditional “9-to-5” shift and/or may have to travel a significant distance between home and work. In addition, there is demand for weekend or Sunday service. For those who work Monday through Friday, having transportation on the weekends may be essential for tasks such as grocery shopping or to attend church. For those who work on the weekends, the absence of transportation can impact their ability to earn a living. Limited service hours can also impact access to medical appointments.

Service Gap or Issue: Off-peak and weekend transit services are available in the more urbanized portions of Wake County. JCATS provides Saturday service (4:30 a.m. to 5:00 p.m.). However, neither HARTS nor KARTS provides weekend service. The service gap arises when the span of service and/or service days do not effectively allow for travel for work, medical appointments, or essential services.

This need is addressed under Strategy 3.2.7.

Need #10: There is a need for evening and weekend KARTS service.

Catalyst: Transit operator survey, community survey

Description: KARTS provides general public shared-ride transportation within Franklin, Granville, Vance, and Warren counties. The service operates Monday through Friday, 6:00 a.m. to 6:00 p.m. The need identified through the community survey and stakeholder survey focuses on introducing weekend and evening services.

Service Gap or Issue: While KARTS possesses the fleet to implement this request, it would likely require the hiring and training of additional drivers and perhaps certain support staff (i.e., reservation agents and dispatchers). The actual demand for evening service unknown given KARTS’ historic customer base. Older adults typically do not travel at night; partly due to safety concerns and partly because their most common activities or destinations (i.e., senior centers, congregate meals, healthcare appointments) are not operating/available. Also, with rare exceptions (chiefly large urban transit services), ridership on Sunday is usually a small fraction of weekdays.

This need is addressed under Strategies 3.2.3 and 3.2.7.

Need #11: There is a mismatch between affordable housing and available jobs requires reliable transportation to job interviews and employment.

Catalyst: Stakeholder survey, community survey, pop-up event comments

Description: Many individuals who work low-wage or unskilled jobs cannot afford to live near their employer, and many rely on public transportation for their mobility. Greater travel distances mean longer trips, which often mean a need for earlier or later service. While Uber or Lyft is an alternative, trips can be costly, and many workers cannot afford them on a regular basis. This represents a service gap that cannot be addressed by transportation alone.

There are two components to this need: the provision of affordable housing within walking distance of jobs, and/or sufficient transportation resources to provide home-to-work travel options. For example, locating affordable housing within existing and planned transit service areas would help ensure sufficient mobility options. (This could also apply to the location of human and social services to ensure access to essential services.)

Service Gap or Issue: While this is a topic worthy of discussion, this need lies outside the scope of the 2024 Coordinated Plan. It would be more effectively addressed by another regional body, such as Live Well Wake.

Need #12: It can be difficult to access non-Medicaid public transportation to medical providers at UNC Chapel Hill or in Durham.

Catalyst: Stakeholder survey

Description: Patients who do not qualify for Medicaid are typically responsible for their own transportation. While many such patients are eligible for paratransit or senior services, jurisdictional boundaries often preclude the use of services such as GoTriangle Access or GoWake Access.

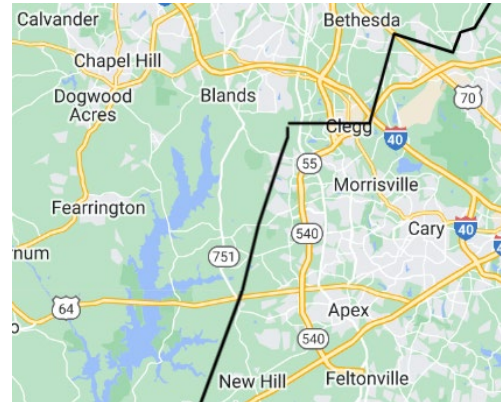
Service Gap or Issue: HARTS and KARTS currently provide some level of inter-county transportation to access healthcare centers. These services are typically limited to one or two days/week. Service eligibility is often limited to senior adults, persons with disabilities, or qualifying low-income individuals. Fixed-route transit does serve both UNC and Durham, but for persons traveling for medical purposes, a long trip with multiple transfers is not always feasible.

This need is addressed under Strategy 3.1.3.

Need #13: There is no direct transportation to medical providers in Orange County (Chapel Hill/Carrboro) from Apex.

Catalyst: Stakeholder survey

Description: Apex lies approximately 25 miles southeast of Chapel Hill, which is home to the UNC Medical Center. It is not uncommon for residents of Apex to travel to UNC for medical care. However, there is no direct connection between the two via fixed-route public transportation. An example of this trip starts with GoTriangle Route 305, which travels to the GoRaleigh Station, then takes GoTriangle Route 100 to the Regional Transit Center in Durham, GoTriangle Route 800 to Chapel Hill, and finally connecting to Chapel Hill Transit Route U. The trip takes between two and three hours one-way.



While direct service between Apex and Orange County may not be feasible given what is likely a relatively modest demand, access is definitely limited by the span of service on the existing fixed routes. Apex residents do not currently qualify for GoTriangle Access service, as Route 305 is not an all-day route and therefore is not covered by the ADA paratransit requirement. Apex residents would need to be ADA-certified by GoWake Access and travel to a point that is served by GoTriangle Access (i.e., Cary Depott) in order to receive paratransit service to the Chapel Hill/Carrboro area.

The most direct route from Apex to Orange County would be through Chatham County. However, the Chatham Transit Network services are only open to residents of Chatham County. There is no option to transfer from a Wake County service to the Chatham County service to make the trip.

Service Gap or Issue: While this was a need expressed during community engagement, the number of individuals to which it is estimated to apply is relatively modest. Though this specific need is not explicitly addressed within the recommendations, the need for such inter-county medical travel (specifically to Durham and Orange counties) is discussed under several recommendations. In addition, the Wake Bus Plan calls for the reinstatement of GoTriangle Route 311 between Apex and the Regional Transit Center in Durham in FY 2027, which would offer a more direct (though not single-seat) connection to Chapel Hill via GoTriangle Route 805. This issue may also be addressed through ADA service coordination, which is discussed in Chapter 8.

Need #14: Vulnerable populations have safety concerns (due to their personal circumstances) when using public transit.

Catalyst: Stakeholder survey

Description: Some vulnerable riders do not feel safe using public transit. Such populations include transgender individuals, those who have experienced domestic abuse, and dialysis patients who need a

confirmed ride to treatment. Several stakeholders indicated the use of Lyft or Uber was a mobility option when other transportation services were not available, but it tended to be cost-prohibitive and generally was a last resort.

Service Gap or Issue: While a stakeholder organization may be well-served by GoRaleigh, other facilities or client home or work addresses may not be. Safety is also a concern, especially with respect to women, youth, or trans individuals traveling at night and/or alone. Other populations that would benefit from a voucher program are those who are extremely low-income or have been placed in temporary housing. For example, Western Wake Crisis Ministries has some clients who cannot afford the GoWake Access fare of four to eight dollars to pick up food from the food pantry. It may also offer a temporary solution for low-income individuals facing homelessness who are placed in temporary housing in an unfamiliar area until they can become familiarized with the transportation options located there.

This need is addressed under Strategy 3.3.1.

Need #15: There is a need for more support and funding for volunteer driver programs such as The Center for Volunteer Caregiving.

Catalyst: Stakeholder surveys

Description: The use of volunteer drivers has proven to be a successful strategy for safe transport of persons typically unable or unwilling to use traditional specialized transportation services such as paratransit or dial-a-ride. Recipients of volunteer driver rides are typically older and often have some form of impairment affecting their mobility. In addition to providing a highly personalized form of transport, volunteer driver programs are also very cost-effective given the drivers usually receive little or no compensation. This, however, does not mean such programs do not experience operating and administrative costs.

The CAMPO region includes a very successful and long-standing volunteer driver program offered by The Center for Volunteer Caregiving (CVC). CVC provides free transportation for qualifying Wake County seniors unable to use traditional public transportation services. CVC also provides free transportation for qualifying persons possessing a disability regardless of age.

Service Gap or Issue: In addition to driving clients to appointments, the volunteer serves as an escort for shopping trips and will wait for the client to complete a medical appointment. At present, demand for CVC's transportation services is such that rides are limited to one roundtrip per week per client. In addition, CVC is receiving an increased number of referrals from insurance companies. As a result, there is a much greater demand for volunteers.

This need is addressed under Strategy 3.3.2.

Need #16: GoCary Door to Door's Tier 2 and Tier 3 services have limited availability.

Catalyst: Transit operator survey

Description: The Town of Cary expressed a need to better align its Tier 2 and Tier 3 premium paratransit services. Tier 2 and Tier 3 trips are scheduled on a space-available basis. As such, availability can be very limited.

Service Gap or Issue: At present, the Town offers three levels of GoCary Door to Door service. Tier 1 is ADA complementary paratransit service within $\frac{3}{4}$ mile of GoCary fixed routes. Tier 2 offers Door to Door service within Cary but with an origin or destination beyond the $\frac{3}{4}$ mile boundary. Tier 3 offers Door to Door service for trips outside of Cary. Tier 2 and Tier 3 services are limited to Town of Cary residents. Limited availability has resulted in customers being wait-listed for their desired travel time, which is not generally acceptable for travel to a medical appointment or treatment.

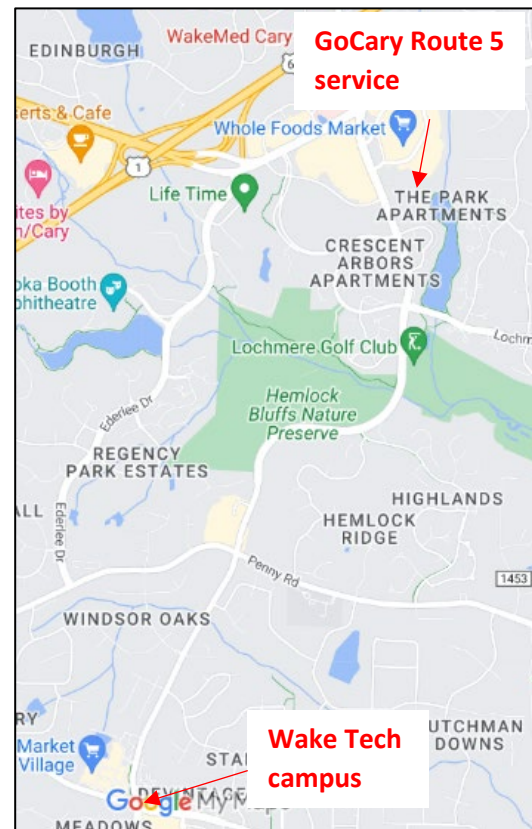
This need is addressed under Strategy 2.3.1.

Need #17: Wake Tech Community College at Ten-Ten Rd. and Kildaire Farm Rd. is not currently served by public transit.

Catalyst: Stakeholder survey, community survey

Description: Both the community survey and stakeholder survey included requests for GoCary Route 5 to be extended to Wake Technical Community College's campus at the intersection of Kildaire Farm Road and Ten-Ten Road. Accommodating this service request would add five additional miles (round trip) for each Route 5 trip/run to the Wake Tech campus. The southernmost service point for GoCary Route 5 is at Crescent Commons and Kildaire Farm Rd., approximately 2.5 miles north of the Western Wake campus. There is no other transit service to the campus.

Service Gap or Issue: This lack of service to the campus represents a service gap, as many students at community and technical colleges are likely to be ride-dependent. However, while there is a need for service to the Wake Tech campus at Ten-Ten Rd and Kildaire Farm Rd, this campus will be relocating to Apex by FY 2027. While an extension of GoCary Route 5 was considered as a temporary solution to cover the two years the campus remains at its current location, it was determined the agency could not timely implement this temporary solution prior to the scheduled relocation of the route. Wake Tech Western Wake Campus is identified as a potential hub location in Cary's Micro-transit Feasibility Study.



This need is addressed under Strategy 3.2.1.

Need #18: There is a need for service in Willow Spring.

Catalyst: Community survey

Description: Willow Spring is an unincorporated community which straddles southeastern Wake County and western Johnston County. It is relatively low-density in terms of land-use and chiefly residential in character. Service is limited to rural demand-response programs in Wake and Johnston counties. At present, GoWake Access provides shared-ride, door-to-door service Monday through Saturday. The service is open to any person residing within the “rural service zone” of Wake County (which includes Willow Spring). Trip origins and destinations must both be located within Wake County. JCATS also provides demand-response service for origins and destinations within Johnston County. Both programs have limited availability for general public trips in rural areas.

Service Gap or Issue: The portion of Willow Spring located in Wake County is currently served by GoWake Access under its Rural General Public (RGP) transportation service. The portion of Willow Spring located in Johnston County is currently served by JCATS’ RGP transportation service. Given the modest number of requests for service, we do not believe a dedicated service in Willow Spring is warranted at this time. Capacity issues on existing services should be addressed separately.

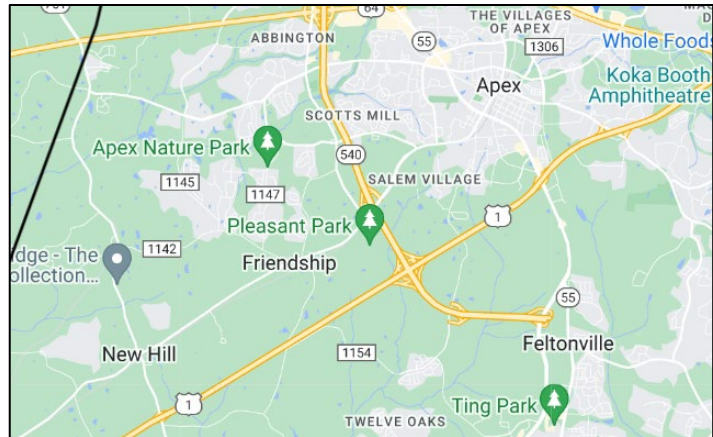
Need #19: There is a need for public transit service to the New Hill neighborhood to the west of Apex.

Catalyst: Community survey, pop-up event comments

Description: The New Hill residential neighborhood is located in unincorporated Wake County to the southwest of Apex. The Town of Apex recently updated its Western Big Branch Area Plan that includes the New Hill area, which is within the Town’s Extra Territorial Jurisdiction (ETJ). Through the community survey as well as the pop-up events requests were received for expansion of the GoApex service to New Hill. At present, GoWake Access provides shared-ride, reservation-based service, Monday through Saturday to rural areas of Wake County, including the Southwest Zone.

If general public trips from/within the New Hill area are being denied due to capacity issues, GoWake Access should explore ways to expand its general public service in the rural areas. Another option could be to extend the GoApex fixed-route service to the New Hill area. The challenge with this is GoApex currently operates one fixed route, and the nearest service point to New Hill is more than six miles to the east. This would require a minimum of 12 route miles to be added to the existing route. In addition, the New Hill area is not included within the Town’s Transit Plan at present, as it is outside of the Town’s corporate limits.

Service Gap or Issue: It is not reasonable to extend GoApex's single local route operating in central Apex to New Hill. Should GoApex expand to include additional fixed routes, providing service to the New Hill neighborhood and other points to the west of the downtown core should certainly be a consideration. This would also make the area eligible for GoApex Door to Door ADA Paratransit service. However, we believe such transit service development to be beyond the horizon of this Coordinated Plan.



Need #20: There needs to be better coordination with KARTS.

Catalyst: Transit operator survey

Description: KARTS is based in Henderson, some 45 road miles north/northeast of Raleigh in Vance County. KARTS provides shared-ride, reservation-based transit service open to the general public. Its service area includes four counties: Franklin, Granville, Vance, and Warren counties; each of which is chiefly low-density. KARTS indicated a need for route coordination for smoother day-to-day operations.

Service Gap or Issue: KARTS operates a demand-response service within in the CAMPO region, with out-of-county trips for medical purposes. Given the on-demand nature of the service, KARTS appears to be looking for more coordination of its internal operations rather than coordinating with external entities.

This need is addressed under Strategy 3.2.3.

Need #21: There is a need for enhanced service within Franklin and Granville counties.

Catalyst: Community survey

Description: Public transit service in Franklin County is provided under a contract with Kerr Area Transportation Authority (operating as KARTS). In addition to Franklin County, KARTS serves Granville, Vance, and Warren counties. Service in Franklin County was specifically requested. Service in South Granville County was specified through individual meetings with CAMPO, NCDOT IMD, Granville County, and KARTS staff discussions.

Service Gap or Issue: Public transit service in Franklin and Granville counties is provided under a contract with Kerr Area Transportation Authority (operating as KARTS). In addition, KARTS serves Vance and Warren counties. Service is provided Monday through Saturday (6 a.m. to 6 p.m.) on a shared-ride, reservation basis. The service is open to the general public and will transport riders to/from any location

within the four-county service area. KARTS also transports passengers to major medical facilities in Wake Forest, Raleigh, Durham, and Chapel Hill. The KARTS service is very popular, and available seating is often fully reserved early in the service day. Also affecting service capacity is the priority given to ADA-certified individuals as well as Medicaid clients. There is also a lack of drivers, which has a significant impact on capacity.

This need is addressed under Strategy 3.2.7.

Need #22: JCATS does not have a stable, reliable funding mechanism.

Catalyst: Transit operator survey

Description: The Johnston County Area Transit System was founded in 1985 when North Carolina DOT required the consolidation of individual county transportation services. Today, JCATS provides shared-ride, reservation-based transportation through contracting human service agencies as well as the general public. As a private non-profit, JCATS receives funding through a variety of federal, state, and local grants. It also receives funding through paid fares as well as payments from county agencies on a shared-mile basis.

Service Gap or Issue: JCATS expressed an interest in identifying a dedicated funding mechanism for its transit services in Johnston County, which would enable it to make longer-term service planning decisions. Without dedicated funding, JCATS runs the risk of not meeting the needs of the community, especially with respect to general public riders. Dedicated funding would also help support the expansion of service in Johnston County.

This need is addressed under Strategy 3.2.6.

Need #23: More midday and weekend service capacity is needed on the Morrisville Smart Shuttle.

Catalyst: Transit operator survey

Description: The Morrisville Smart Shuttle provides free, on-demand service seven days a week. In lieu of an established route, the Shuttle was designed to serve 16 “nodes” or activity points throughout the town. Riders reserve trips via an app and can track the location of the single vehicle used to operate the service.

Service Gap or Issue: The Town of Morrisville reported capacity issues around shift change each day (1:00 p.m.) as well as on the weekends (as only one vehicle is available). At this time, it appears that demand exceeds capacity for the Smart Shuttle, especially during early afternoon shift changes. While using a node-based system and dispatching algorithm can enhance efficiency, ultimately capacity is limited by the use of a single vehicle. A service gap occurs when riders cannot book trips (or cannot book trips in a timely manner) due to the limited capacity.

This need is addressed under Strategy 3.2.2.

Need #24: There needs to be more Sunday bus service between Raleigh and Cary.

Catalyst: Stakeholder survey

Description: This was a need expressed by the Mariam Clinic, which is located in Cary and is only open on Sunday. The clinic is located at 1100 NW Maynard Road, south of High House Road. The clinic provides free medical and dental care to adults (18+) who are at or below 200 percent of the poverty level and who do not qualify for any health insurance. The clinic is open Sunday only, 11:00 a.m. to 5:00 p.m.

GoTriangle Route 300 provides hourly Sunday service between Raleigh Transportation Center and Cary Depot from 7:00 a.m. to 8:55 p.m. GoCary Route 4 connects riders from the Cary Depot to the Maynard Crossing retail complex, which is a short walk from the clinic. Route 4 provides hourly Sunday service from 7:00 a.m. to 9:00 p.m. As scheduled, the total trip to the clinic from Raleigh should take 39 minutes, and 45 minutes traveling from the clinic to Raleigh.

Service Gap or Issue: There does not appear to be a service gap. Exploration of this request revealed that there is ample service between Cary and Raleigh on Sunday when the Cary clinic is open. It is possible there could be an issue with riders missing connections due to a bus arriving late. The buses are scheduled to depart from the Cary depot at the same time, though the GoTriangle bus is scheduled to arrive five minutes prior to the GoCary departure. The majority of GoRaleigh routes also operate on Sunday, which would provide access to the start of GoTriangle Route 300 from Raleigh. Connectivity between Cary and Raleigh is also expected to increase as transportation improvements (rail and BRT) tied to the Western Corridor are completed.

Lack of awareness

Need #25: There appears to be a general lack of understanding/support from local decision makers regarding the benefits of public transportation.

Catalyst: Stakeholder survey

Description: The lion's share of transportation funding in the CAMPO region comes through federal and state sources as well as the Wake Transit Plan. However, it is critical to have support from local entities, especially as there is a need for more localized/community-based transportation programs.

Service Gap or Issue: The gaps are caused by a lack of understanding as to how transit benefits the community as well as a lack of financial support. Local elected officials need to have a solid understanding of the benefits of public transportation and how it impacts/benefits the mobility needs of their constituents. In addition, sustainable contributions supporting the provision of transit programs and services from local non-governmental entities can serve to solidify "ownership" of a program or service. Such local contributions can also be used to leverage other funding, such as that available through Wake Transit's Community Funding Area Program (CFAP). Projects selected for funding under CFAP for FY 2025 include the Town of Wendell (GoWake SmartRide operating), Town of Apex (bus stop improvements), and Town of Morrisville (transit study). This left approximately \$960,000 in available funds for FY 2025.

This need is addressed under Strategies 1.2.3 and 4.1.1.

Need #26: There is a lack of awareness regarding public transportation in the CAMPO region.

Catalyst: Transit operator survey, community survey, pop-up event comments, Community Health Needs Assessment and Improvement Plan

Description: Limited awareness of some of the available transportation services is still a problem. GoWake, in particular, noted that many residents of Wake County are unaware of the services it provides.

Service Gap or Issue: A comprehensive transit marketing program, inclusive of all CAMPO-area operators, could help both individual riders and those who provide supportive services (healthcare providers, social workers, case managers, etc.) make better recommendations for the clients they serve. This is especially important for eligibility-based services such as GoWake Access. For example, someone who is familiar with the service may only be aware that they transport senior and disabled riders, but not members of the general public. Efforts to increase awareness have already been implemented by Wake Transit and the Wake Transit Community Engagement Subcommittee, and this was identified as a priority for the CAMPO Mobility Manager.

This need is addressed under Strategies 1.2.2 and 4.1.5.

Need #27: Lack of information in Spanish can be a barrier to using public transportation.

Catalyst: Pop-up event comments

Description: In order to decide to use public transit or human service transportation as a mobility alternative, you first need to understand how to use it. In recent years the number of Spanish-speaking persons living and working in the greater Raleigh region has increased appreciably. While many are effectively bilingual, others only possess a limited command of the English language which translates to a potential access barrier to public transit and transportation. And, ironically, such persons are often predisposed to use public transit based on travel behaviors learned in their native countries.

Service Gap or Issue: Spanish was the most frequently cited non-English language by stakeholders. At the pop-up event in Zebulon, a need for more service information in Spanish was specifically identified. At the printing of this report, KARTS is actively working to provide online information in Spanish, and its website featuring a translation tool. JCATS does not provide online information in Spanish, though there is a statement (in English) at the bottom of the Service page that states, "This agency provides translation and interpreter services free of charge." HARTS features a Spanish translation tool at the top of its home page. However, the linked brochure (.pdf) is only provided in English. NCSU Wolfline does not provide service information in Spanish, nor is there a translation tool on the website.

This need is addressed under Strategy 4.1.2.

Need #28: There is a need for broad education and information dissemination around public transportation.

Catalyst: Stakeholder surveys, transit operator surveys

Description: CAMPO's recent hiring of a full-time Mobility Manager represents an important step forward in the organization's efforts to increase public transit and transportation awareness, enhance service coordination, and foster a "regional" mindset regarding development and implementation of such services. The results of both the community stakeholder survey and transit operator survey include several suggestions as to the "work plan" of the new Mobility Manager including advocacy, training, public engagement and education, and design and distribution of public transit/transportation informational (marketing) materials.

Service Gap or Issue: One of the questions posted to the stakeholders and transit operators was how CAMPO's new Mobility Manager could assist with mobility and transportation coordination. Many identified a focus on education and ensuring transportation information was broadly available throughout the region as top priorities. The Mobility Manager can help address the gap in knowledge regarding transit in the CAMPO region.

This need is addressed under Strategies 1.1.2 and 4.1.5.

Need #29: Because it primarily serves NCSU, Wolfline is not always recognized as public transportation.

Catalyst: Transit operator survey.

Description: Although the Wolfline's customer base is composed largely of NCSU students, Wolfline services are open to the general public. North Carolina State University, operator of the Wolfline, expressed an interest in better coordination between its service and the city and regional transit services to enhance the mobility of persons using transit to commute to campus.

Service Gap or Issue: While there appears to be a significant amount of overlap in some portions of the Wolfline service area, this is not so straightforward. The Wolfline service is designed to serve the NCSU community, and as a result offers a high level of service during the school year. GoRaleigh and GoTriangle routes serve to connect the campus to other parts of the city and region, and while they may serve some of the same campus areas, it is as part of a much longer route (and much less frequently). In addition, GoRaleigh and GoTriangle provide consistent service even when Wolfline is operating limited service.

This need is addressed under Strategy 1.2.2.

Need #30: It can be difficult to identify transit vehicles if they are not sufficiently marked with the route name or number.**Catalyst:** Community survey

Description: Feedback received from actual transit riders included complaints about inoperative or non-existing vehicle headsigs, as well as a request for installation of route displays on the rear of vehicles. Obviously, the lack of readily visible route indicators negatively impacts public transit's standing as an attractive mobility option. Confirming the operational status of vehicle headsigs should be part of every transit provider's pre-trip checklist.

Service Gap or Issue: Comments from riders expressed a need to be able to see what route a bus is operating from the rear of the vehicle, not just the front. Accurate headsigs and route indicators are essential, especially when the time to transfer between routes is limited. In urban areas where multiple routes serve a single location, being able to quickly find their bus is essential for riders. This is even more important when missing a connection can result in a wait of an hour or more. While some routes have dedicated bus bays in urban transit centers, shared bus stops offer more opportunity for confusion.

This need is addressed under Strategy 4.1.3.

Travel time**Need #31: Long travel times can be a barrier to accessing services.****Catalyst:** Community survey, stakeholder survey, pop-up event comments

Description: This includes travel from rural areas to access services such as food pantries as well as travel between service locations in urban areas.

Service Gap or Issue: HARTS and KARTS each provide some level of inter-county transportation. These services are typically limited to one or two days/week. Service eligibility is often limited to senior adults, persons with disabilities, or qualifying low-income individuals. The service gap includes both travel from rural areas to access services such as food pantries and travel between service locations in urban areas. For example, clients who need to travel between the Women's Center and the Healing Transitions Women's Campus in Raleigh require two transfers and the trip takes two hours or more to traverse the 15-mile distance.

This need is addressed under Strategy 1.2.1.

Need #32: Riders need an alternative to micro-transit for time-sensitive trips.

Catalyst: Transit operator survey

Description: As an on-demand service, micro-transit offers a great deal of flexibility. However, because it is also a shared-ride service, drop off times cannot be guaranteed. The Town of Morrisville noted that micro-transit is not as good a solution for time-sensitive trips (such as work trips or scheduled appointments) as it is for other travel needs. In some cases, this may simply require advance planning on the part of the rider, who may need to wait for their scheduled activity when they arrive. The primary challenge is if ample time is allowed, but the rider still arrives late. There may not be a good solution for this at this time. As an on-demand service, micro-transit offers a great deal of flexibility. However, because it is also a shared-ride service, drop off times cannot be guaranteed. The Town of Morrisville concluded micro-transit is not as good a solution for time-sensitive trips (such as work trips or scheduled appointments) as it is for other travel needs.

Service Gap or Issue: This is not considered a service gap. Public transportation will never be as effective as private transportation, and it is not the responsibility of the public transit provider to offer a service that is efficient and convenient as a private vehicle. The solution may require advance planning on the part of the rider, who may need to wait for their scheduled activity when they arrive. If this impacts vulnerable populations, it may also present an opportunity for alternative programs such as Uber/Lyft vouchers (see Strategy 3.3.1 in Chapter 8).

Capacity

Need #33: There is a shortage of transit operator staff, especially drivers, which impacts service capacity.

Catalyst: Transit operator survey

Description: Several transit operators cited a driver shortage that impacted their ability to operate at full capacity. In addition, with multiple operators in a relatively small region, there is competition for drivers. Conducting a coordinated recruitment effort could raise awareness of available jobs among driver candidates and enable transit operators to more effectively staff up driver rosters. The biggest challenge may be differences in pay rates and compensation, which already makes some operators more competitive in the job market.

Service Gap or Issue: Several transit operators cited a driver shortage impacting their ability to operate at full capacity. In addition, with multiple operators in a relatively small region, there is competition for drivers. Adding to this challenge may be the differences in pay rates and benefits offered by individual operators.

This need is addressed under Strategy 1.3.1.

Need #34: Capacity for some operators is limited by lack of vehicles.

Catalyst: Stakeholder survey, transit operator survey

Description: In order to increase capacity, an operator must have both the human assets (drivers) and rolling stock (vehicles) to provide additional service.

Service Gap or Issue: Transit providers operating in “rural counties” (i.e., not Wake County) typically provide life-line mobility service for their resident populations. These providers often operate at capacity, and therefore are only able to provide limited service for non-senior adults and non-disabled individuals. This situation translates to a significant “service gap.” Increasing capital funding for vehicles would help address the capacity issues, especially if the transit provider already has sufficient human assets to support additional service.

The Wake Bus Plan identifies capital needs for planned service increases for operators using Wake Transit funds. It does not address rural agency vehicle needs.

This need is addressed under Strategy 3.2.5.

ADA paratransit

Need #35: ADA paratransit service is expected to become increasingly complicated as service areas expand and overlap.

Catalyst: 2018 Coordinated Plan, CAMPO staff, transit operator staff

Description: Categories of service gaps identified in the 2018 Plan remain relevant in 2024, and they are discussed as part of the various service gaps identified herein. These include travel across county borders, a need for more service, the ability to reserve and schedule trips, and challenges associated with information and reservation systems.

Service Gap or Issue: One service gap, as identified in the 2018 Coordinated Plan, is differences in the definitions, policies, and application processes among the various ADA paratransit providers. While some work to address this has been undertaken since the completion of the prior Plan, there still a lack of consistency/coordination throughout the CAMPO region. Wake County transit operators generally utilize suspension as the ultimate consequence for no shows and late cancellations. Rural operators, on the other hand, require riders to pay the cost of the fare for a no show before they can schedule another ride. In addition, pickup windows, wait times, and thresholds for late cancelation vary by operator. A summary of no show and late cancellation definitions and consequences is provided in Exhibit 7.1.

This need is addressed under Strategy 2.1.2.

Exhibit 7.1 ADA paratransit definitions and policies

Provider	No Show Parameters	Late Cancellation Parameters	Consequences
GoApex Door to Door	30 minutes prior to scheduled pickup time; driver will wait 5 minutes.	Less than one-hour notice	For riders who have 5 or more no shows in a calendar month, representing more than 15% of trips booked that month: <ul style="list-style-type: none"> • 1st violation – warning letter/email • 2nd violation – 7-day suspension • 3rd violation – 14-day suspension • 4th violation – 30-day suspension
GoCary Door to Door	30-minute pickup window; driver will wait for 5 minutes (60-minute window for Tier 3 return trips)	Less than two-hour notice	No show = 2 penalty points Late cancellation = 1 penalty point Warning after 6 penalty points Suspension after: <ul style="list-style-type: none"> • 8 penalty points in 1 month, • Booked at least 8 trips that month, and • 15% of trips are no shows/late cancellations 2 nd violation – 7-day suspension 3 rd violation – 14-day suspension 4 th + violation – 30-day suspension
GoRaleigh Access		Less than one-hour notice	<ul style="list-style-type: none"> • First occurrence – warning • After 3 occurrences within a 60-day period – 7-day suspension • After 2 occurrences within the 60 days following reinstatement – cancellation
GoTriangle Access	Inconsistent: guide includes both 30-minute and 60-minute pickup window; driver will wait for 5 minutes	Less than one-hour notice	For riders who book 10+ trips per month and 20% of trips are no shows: <ul style="list-style-type: none"> • 1st calendar month – written warning • 2nd consecutive month – final warning • 3rd consecutive month – 7-day suspension • 4th consecutive month – 14-day suspension • 5th consecutive month – 21-day suspension • 6th consecutive month – 30-day suspension
GoWake Access	60-minute pickup window; driver will wait for 5 minutes	Less than one-hour notice	For riders who book 10+ trips per month and 20% of trips are no shows: <ul style="list-style-type: none"> • 1st calendar month – written warning • 2nd consecutive month – final warning • 3rd consecutive month – 7-day suspension • 4th consecutive month – 14-day suspension • 5th consecutive month – 21-day suspension • 6th consecutive month – 30-day suspension (Different policy for Medicaid trips)

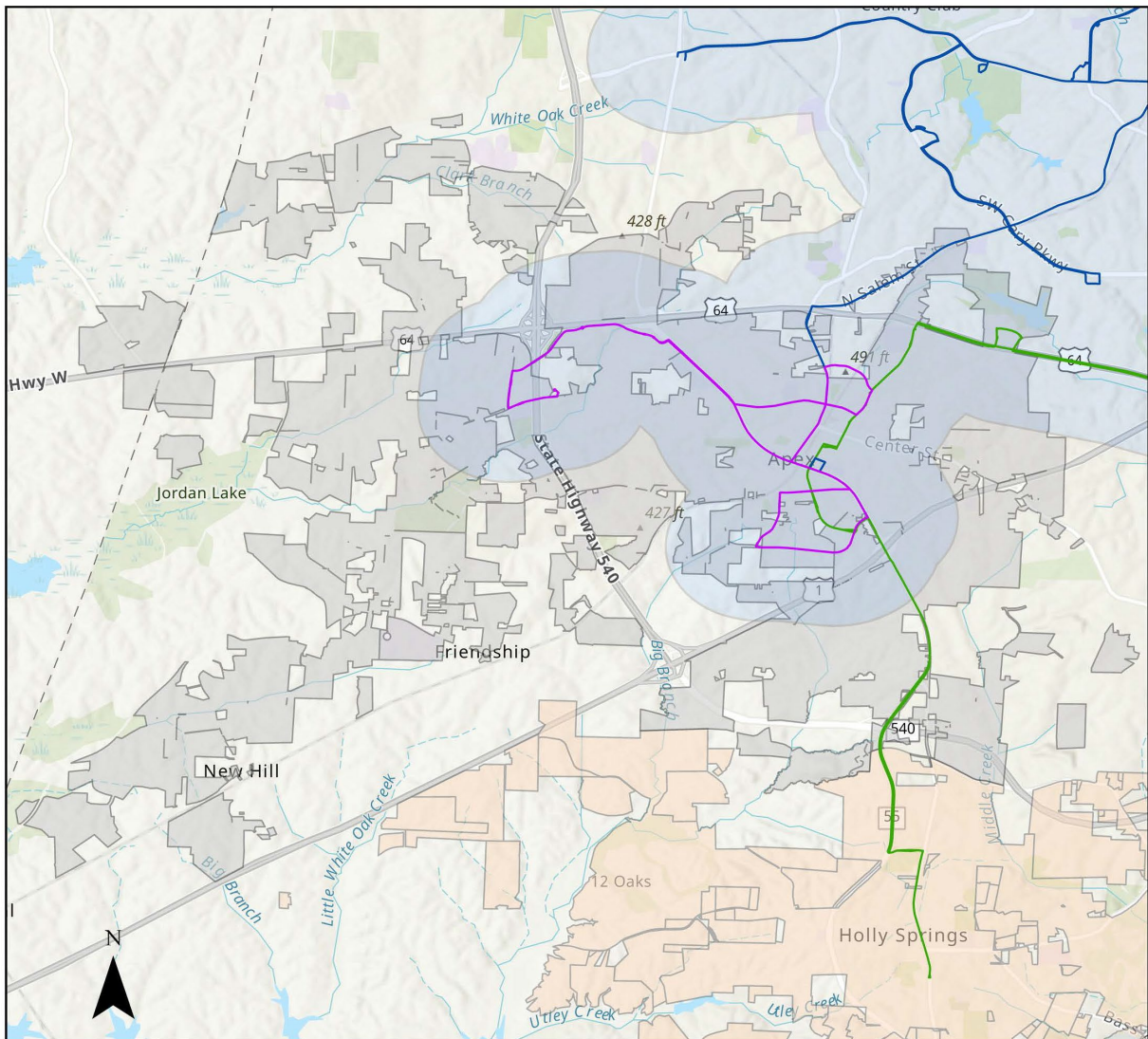
Provider	No Show Parameters	Late Cancellation Parameters	Consequences
Chatham Transit Network	60 minutes prior to scheduled pickup time. Driver will wait 3 minutes.	Less than one-hour notice	No show fee equal to the amount of the scheduled one-way transportation fare (general public only); fee must be paid in office or by phone before another ride can be scheduled.
HARTS	30-minute pickup window	Less than two-hour notice	No show fee equal to the amount of the scheduled one-way transportation fare; fee must be paid before another ride can be scheduled.
JCATS		Less than two-hour notice	
KARTS	60 minutes prior to scheduled pickup time. Driver will wait 5 minutes.		No show fee equal to the amount of the scheduled one-way transportation fare (general public only). fee must be paid in office before another ride can be scheduled.

Another challenge to service expansion, be it fixed-route and/or circulator, is the need to ensure appropriate ADA complementary paratransit service is also provided. ADA service coverage increases considerably as the Wake Transit Plan is implemented such that by 2027 the vast majority of eligible residents in Raleigh and Cary will have access to ADA complementary paratransit services. The service span will also increase as fixed-route service is expanded earlier and later on weekdays and weekends. In addition, as more GoTriangle routes are expanded to provide all-day service, there will be more supportive ADA complementary paratransit service provided.

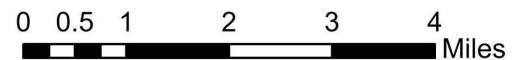
ADA service coverage increases considerably as the Wake Transit Plan is implemented such that by 2027 the vast majority of eligible residents in Raleigh and Cary will have access to ADA services. Current ADA paratransit coverage areas as well as areas of overlap for locations outside of Raleigh are provided on the following pages.

This need is addressed under Strategy 2.2.4.

Exhibit 7.2 Apex/Holly Springs ADA coverage



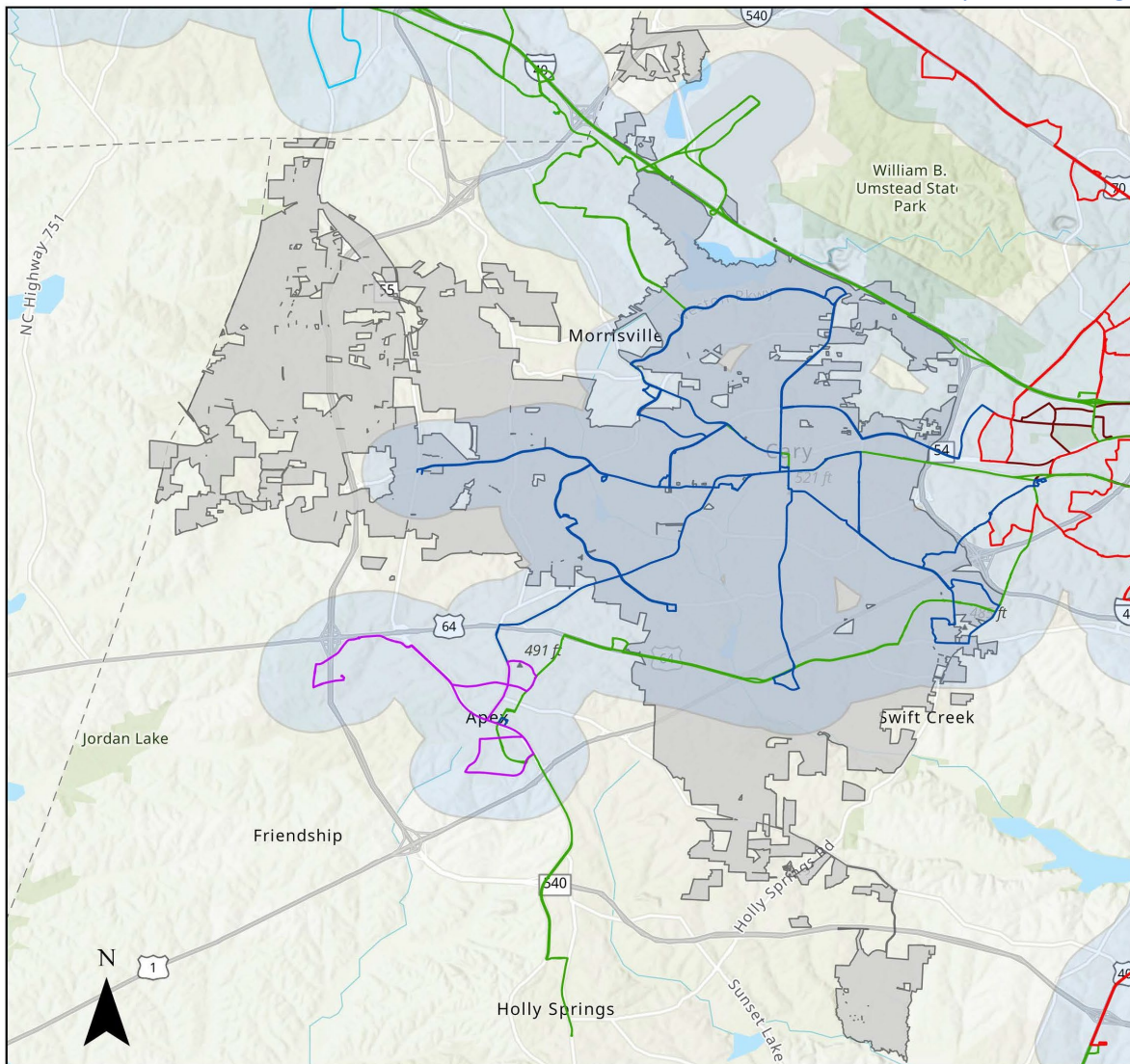
Duke University, Wake County, State of North Carolina DOT, Esri, TomTom, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, EPA, NPS, USDA, USFWS, Esri, NASA, NGA, USGS, FEMA



Legend

- GoApex Route 1
- GoCary System
- GoTriangle Route 305
- ADA Service Area
- Apex Corporate Limits
- Holly Springs Corporate Limits

Exhibit 7.3 Cary ADA coverage



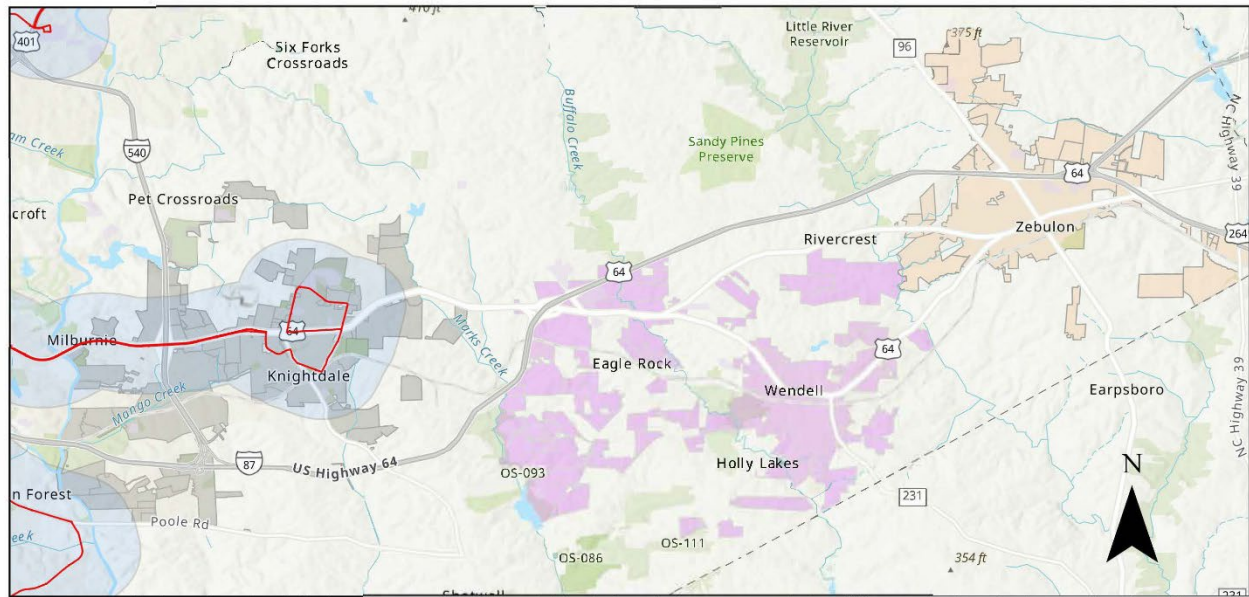
Wake County, Esri, TomTom, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, USFWS, Esri, USGS

Legend

- GoCary System
- GoTriangle System
- GoApex Route 1
- GoRaleigh System
- Woffline System
- GoDurham System
- ADA Service Area
- Cary Corporate Limits

0 0.5 1 2 3 4 Miles

Exhibit 7.4 East Wake ADA coverage

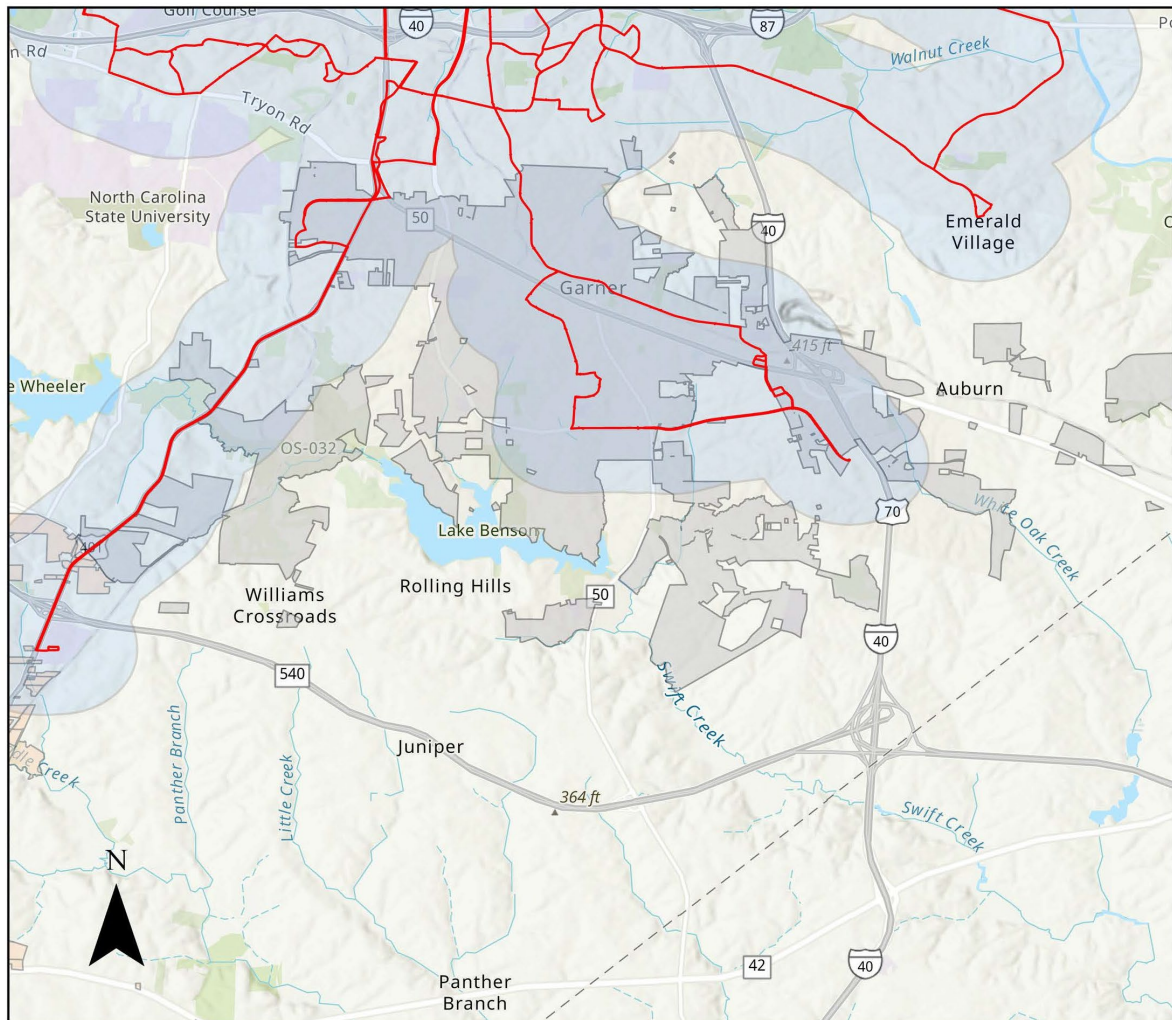


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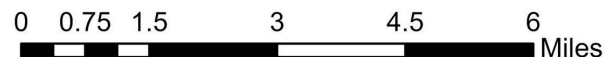
- GoRaleigh System
- ADA Service Area
- Wendell Corporate Limits
- Knightdale Corporate Limits
- Zebulon Corporate Limits

0 1 2 4 6 8 Miles

Exhibit 7.5 Garner ADA coverage



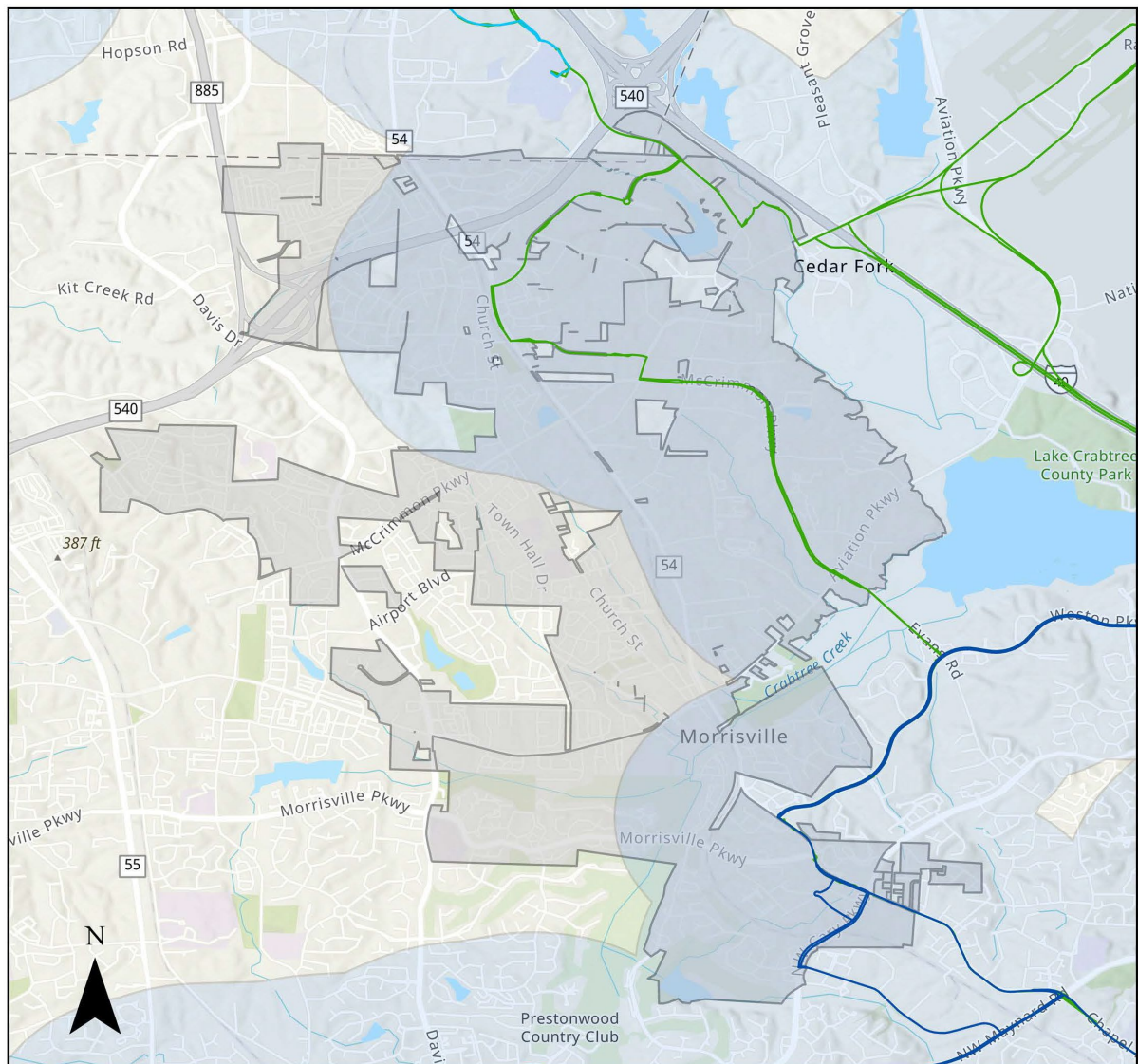
Duke University, Wake County, State of North Carolina DOT, Esri, TomTom, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, EPA, NPS, USDA, USFWS, Esri, CGIAR, USGS



Legend

- GoRaleigh System
- ADA Service Area
- Garner Corporate Limits
- Fuquay-Varina Corporate Limits

Exhibit 7.6 Morrisville ADA coverage

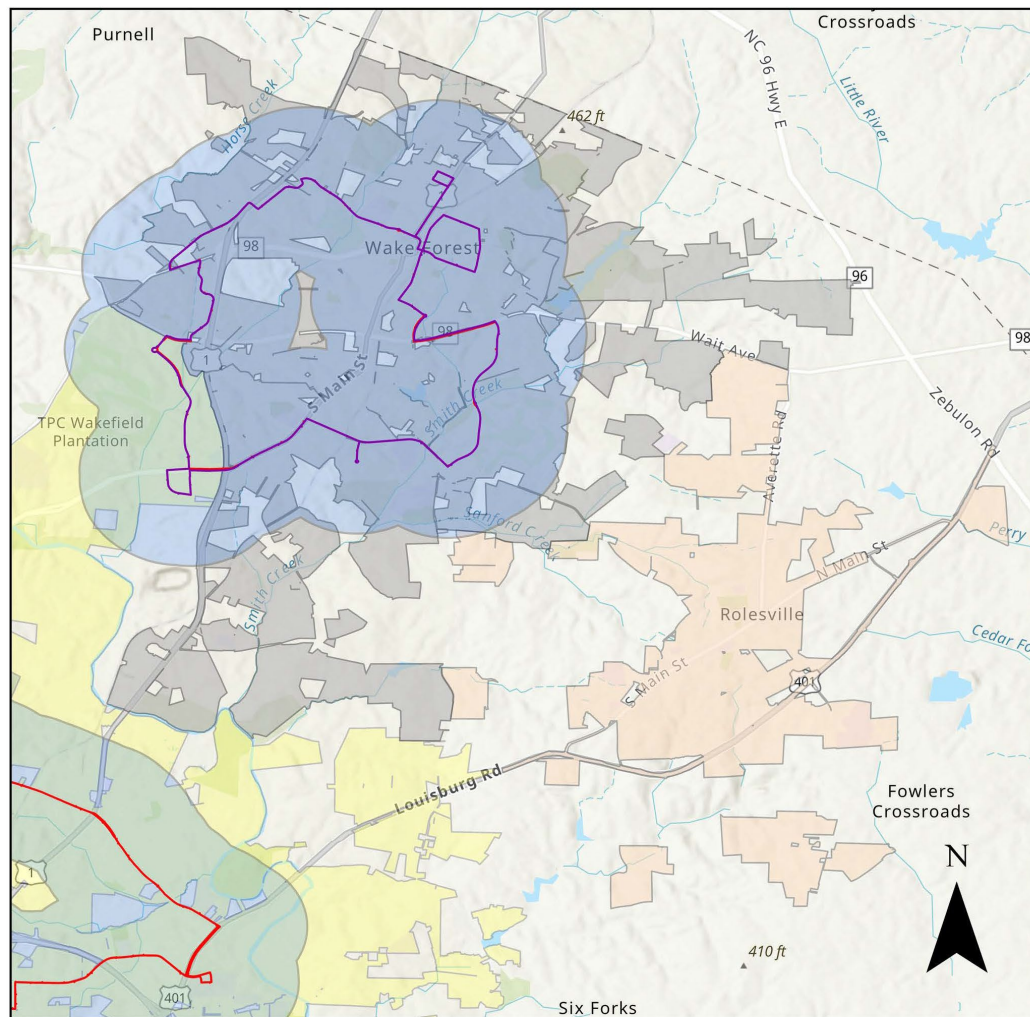


Duke University, Wake County, State of North Carolina DOT, Esri, TomTom, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, EPA, NPS, USDA, USFWS, Esri, NASA, NGA, USGS, FEMA

Legend

- GoCary System
- GoDurham System
- GoTriangle
- ADA Service Area
- Morrisville Corporate Limits

Exhibit 7.7 Wake Forest/Rolesville ADA coverage



Esri, CGIAR, USGS, Duke University, City of Raleigh, Wake County, State of North Carolina DOT, Esri, TomTom, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, EPA, NPS, USDA, USFWS

Legend

- Wake Forest Loop
- GoRaleigh System
- ADA Service Area
- Wake Forest Corporate Limits
- Rolesville Corporate Limits
- Raleigh Corporate Limits

*Tentative

Chapter 8 | Recommended Strategies and Decision Processes

The objective of this chapter is to identify and recommend practical, sustainable strategies and projects to improve transportation services and coordination that strengthen the public transit - human services transportation network, thereby addressing possible gaps, overlaps, and inefficiencies in service delivery.

Drawing upon the previous tasks and information identified in studies, plans, programs, and discussions with the Mobility Coordination Committee, the project team has compiled a list of strategies, opportunities, and projects intended to improve transportation delivery, coordination, and efficiency especially with respect to the target populations. The previous chapter identified strategies and recommendations tied to specific needs and service gaps or issues. In this chapter, those strategies/recommendations are prioritized based on a series of criteria.

8.1 Decision Processes

This section provides a framework for prioritizing the recommendations offered in this report. Six criteria were identified, each containing two to three metrics that determine the points for each recommendation. These criteria are:

1. Longevity – Has the issue/recommendation been carried forward from a prior planning effort?
2. Time for implementation – How long will the recommendation take to implement?
3. Impact – How many people is the recommendation expected to impact, either county-wide or locally?
4. Urgency of need – Does the recommendation address a specific need not otherwise being served or does it enhance a current level of service?
5. Environmental Justice/Title VI considerations – Does the recommendation address a need in a minority/low-income community or population?
6. Planning – How much planning is needed to implement the recommendation?

Each recommendation will be evaluated within each criterion according to the metrics provided in Exhibit 8.1. Those points will be totaled for a composite rating with a maximum total of 15 points and a minimum of six points.

Exhibit 8.1 Prioritization methodology

Criteria	Metric Points	Total Possible Points
Longevity	2 = issue included in prior plan or study 1 = not included in prior plan or study	2
Time for implementation	3 = short-term (1-2 years) 2 = mid-term (3-4 years) 1 = long-term (5+ years)	3
Impact	3 = expected to have a broad impact within the county or region 2 = expected to have a significant impact in a localized area or among a target population 1 = expected to have a modest impact	3
Urgency of need	2 = addresses a specific need not addressed otherwise 1 = enhances currently available service/program	2
Environmental Justice/ Title VI considerations	2 = addresses needs in a minority/low-income community or population 1 = does not impact a minority/low-income community or population	2
Planning/ease of implementation	3 = little planning/lead time needed or implementation ongoing 2 = modest planning/lead time needed 1 = significant planning/demand analysis/lead time needed	3
Total possible rating		15

Recommendations with the highest scores are given a higher priority. Scores from 13 to 15 are considered high priority. Scores from 10 to 12 are considered medium priority. Scores from 6 to 9 are considered to be the lowest priority. Exhibit 8.2 uses the above criteria to prioritize each of the recommendations detailed in this report.

Strategies in Exhibit 8.2 marked with an asterisk (*) are carried forward from the 2018 Coordinated Plan. Those marked with a caret (^) were included in the Mobility Management Implementation Study and/or the Mobility Manager workplan.

Exhibit 8.2 Prioritization matrix

Strategy		Longevity	Time	Impact	Urgency	EJ/TVI	Planning	Total Points	Priority
Goal #1: Develop policies and programs to support mobility coordination efforts across the CAMPO and adjacent regions.									
<i>Goal 1.1: Oversee mobility coordination efforts.</i>									
1.1.1	Transition rural transportation programs into a mobility management framework/continue development of a mobility management approach.*^	2	3	3	2	2	3	15	High
1.1.2	Conduct a supply, demand, and capacity assessment for specialized transportation services in the CAMPO region.	1	2	2	1	2	2	10	Medium
1.1.3	Evaluate effectiveness and sustainability of the Mobility Coordination Committee.*	2	2	3	2	2	3	14	High
<i>Goal 1.2: Refine the role of the CAMPO Mobility Manager.</i>									
1.2.1	Include enhanced service coordination in the Mobility Manager's Year 1 workplan.^	1	3	2	2	2	2	12	Medium
1.2.2	Incorporate promotion of public transportation into responsibilities.^	2	3	3	1	2	3	14	High
1.2.3	Build a broader coalition with human service agencies and related regional programs.^	2	3	2	2	2	3	14	High
1.2.4	Develop emerging mobility policy.	2	3	2	2	2	2	13	High
1.2.5	Expand emerging mobility options.	2	2	2	2	2	2	12	Medium
<i>Goal 1.3: Explore coordinating transit recruitment. Make recommendation(s).</i>									
1.3.1	Explore coordinating driver and dispatcher recruitment.	1	3	3	2	2	2	13	High
Goal #2: Coordinate ADA paratransit services throughout the CAMPO region.									
<i>Goal 2.1: Create a regional ADA structure.</i>									
2.1.1	Explore opportunities to streamline ADA application language and processes.	2	3	2	1	2	2	12	Medium
2.1.2	Coordinate no show/late cancellation policies.	2	3	2	1	2	2	12	Medium

Strategy		Longevity	Time	Impact	Urgency	EJ/TVI	Planning	Total Points	Priority
2.1.3	Explore implementation of a consistent ticketing technology.	2	2	2	1	2	1	10	Medium
2.1.4	Create a single regional ADA User Guide.	2	2	2	1	2	2	11	Medium
<i>Goal 2.2: Coordinate or centralize ADA service delivery.</i>									
2.2.1	Incorporate standardized policies into ADA Plans.	2	2	2	1	2	2	11	Medium
2.2.2	Create centralized Call Center/Scheduling Dispatch.	2	2	2	1	2	1	10	Medium
2.2.3	Explore common scheduling software.	2	2	2	1	2	1	10	Medium
2.2.4	Explore a brokerage model to better coordinate ADA Paratransit trips.	2	1	3	2	2	1	11	Medium
<i>Goal 2.3: Maximize efficiency of ADA paratransit services.</i>									
2.3.1	Support regional ADA service assessments.	1	3	2	1	2	2	11	Medium
Goal #3: Support transportation services that address the mobility needs of the CAMPO region.									
<i>Goal 3.1: Address the need for cross-county medical transportation.</i>									
3.1.1	Evaluate medical transportation needs/conduct scenario planning.^	2	3	2	1	2	1	11	Medium
3.1.2	Explore the implementation of a regional (inter-county) medical shuttle.	2	2	2	1	2	2	11	Medium
3.1.3	Secure local funding for medical travel between the CAMPO region and healthcare facilities in Durham and Chapel Hill.	2	2	1	2	2	2	11	Medium
<i>Goal 3.2: As possible, enhance/expand transportation programs.</i>									
3.2.1	Expand service to the Wake Tech campus at Ten-Ten Rd. and Kildaire Farm Rd, if possible.	1	3	2	2	2	3	13	High
3.2.2	Expand midday and weekend service capacity for Morrisville Smart Shuttle.	2	3	2	1	1	3	12	Medium
3.2.3	Conduct an efficiency study of KARTS to better coordinate routed trips.	2	3	2	1	2	1	11	Medium

Strategy		Longevity	Time	Impact	Urgency	EJ/TVI	Planning	Total Points	Priority
3.2.4	Explore the implementation of micro-transit service in Clayton.	2	3	2	2	2	1	12	Medium
3.2.5	Explore opportunities to increase service capacity by adding vehicles.	1	3	2	2	2	1	11	Medium
3.2.6	Identify a dedicated funding mechanism for rural agencies	2	3	3	1	2	1	12	Medium
3.2.7	Expand service hours and days in rural areas as warranted.	2	2	2	1	2	2	11	Medium
3.2.8	Continue to expand public transportation access in eastern Wake County.	2	2	2	1	2	2	11	Medium
Goal 3.3: Address safety fears. Consider alternatives to non-traditional public transit and human services transportation.									
3.3.1	Explore the need for a Lyft/Uber voucher or subsidy program to address the needs of vulnerable populations.	1	3	2	1	2	3	12	Medium
3.3.2	Increase access to volunteer driver programs.	2	3	2	1	2	2	12	Medium
Goal #4: Raise awareness of mobility options throughout the CAMPO region.									
Goal 4.1: Expand access to informational materials.									
4.1.1	Prepare informational materials targeted to decision-makers and stakeholders regarding the benefits of public transportation, including mobility programs for seniors and persons with disabilities.^	2	3	3	1	2	3	14	High
4.1.2	Research and support the expansion of language and accessibility improvements for transit service information.	1	3	2	2	2	3	13	High
4.1.3	Ensure transit vehicles are effectively signed to enhance ease of travel.	1	3	1	1	2	2	10	Medium
4.1.4	Develop travel training program to support use of fixed-route services.^	2	2	2	2	2	2	12	Medium
4.1.5	Enhance transit awareness through additional marketing.^	2	2	3	1	2	3	13	High

8.2 Strategies and Projects

The strategies and projects presented in this section address the project goals presented in Chapter 3. They include both carry-over recommendations from the 2018 Coordinated Plan as well as new strategies and recommendations in response to the 2024 needs assessment and gap analysis. As in 2018, each overarching goal has one or more sub-goals, and each sub-goal is supported by strategies and recommendations. The updated Implementation Plan is provided in Section 8.3.

Goal #1: Develop policies and programs to support mobility coordination efforts across the CAMPO and adjacent regions.

The purpose Goal #1 is to establish and maintain the organizational infrastructure to facilitate coordinated transportation. In 2018 one of the most significant steps taken was the establishment of the Mobility Coordination Committee (MCC). In 2024, this goal also includes administrative coordination strategies as well as the roles and responsibilities of CAMPO's Mobility Manager position.

Goal 1.1: Oversee mobility coordination efforts.

Strategy 1.1.1: Transition rural transportation programs into a mobility management framework/continue development of a mobility management approach.

This strategy was included in the 2018 Coordinated Plan. While its implementation is underway, largely the result of the Mobility Management Implementation Study (MMIS), continued implementation and development of the mobility management approach is continued into the 2024 Coordinated Plan. This resulted in the creation of CAMPO's Regional Mobility Manager position and charged the MCC with providing guidance and support to the Mobility Manager.

The MCC should continue to look into ways to share information with the human service agencies within the CAMPO region, either as part of the Mobility Management Program or alongside it. One way is to continue examining the feasibility of a social pinpoint data collection pilot program with the Wake Regional Centers aimed at gathering and sharing key data and also providing outreach assistance to keep them and their clients informed of relevant transit projects, including implementation of new services as well as capital projects (such as park and ride lots, transit centers and bus stop improvements). The goal is to exchange direct information with the center's clients and underserved populations.

Strategy 1.1.2: Conduct a supply, demand, and capacity assessment for specialized transportation services in the CAMPO region.

A supply/demand capacity assessment of specialized transportation services in the region would provide an in-depth assessment of the current capacity of programs serving seniors and persons with disabilities, as well as shed light on actual and anticipated demand. Agencies have expressed capacity challenges with their current service offerings. Subsequent to the assessment, a focused marketing campaign could be implemented that fits the available services to target audiences (see Strategy 4.1.5).

Strategy 1.1.3: Evaluate effectiveness and sustainability of the Mobility Coordination Committee.

This strategy was included in the 2018 Coordinated Plan and continued into the 2024 Coordinated Plan. The 2018 Coordinated Plan resulted in the formation of the Mobility Coordination Committee (MCC), which serves as a regional coordinating body and played an advisory role in the development of the 2024 Coordinated Plan. It was also recommended to serve as the steering committee for the Mobility Management Program (MMP) as part of the MMIS. Moving forward, the CAMPO/MCC should examine its role and organizational structure to determine a) whether it is effectively fulfilling its responsibilities, b) if there need to be any changes to structure or purpose (including formalization, adoption of bylaws, and development of voting procedures), and/or c) how its responsibilities may need to evolve to support CAMPO's Mobility Manager and Mobility Management Program.

Goal 1.2: Refine the role of the CAMPO Mobility Manager.

Strategy 1.2.1: Include enhanced service coordination in the Mobility Manager's Year 1 workplan.

This strategy arose based on public engagement, including the community survey, stakeholder survey, and comments from pop-up events. It also reflects the recommendations in the Mobility Management Implementation Study (MMIS) to 1) identify opportunities for trip coordination and 2) participate in regional transportation planning coordination.

Long travel times can be a barrier to accessing services. This includes travel from rural areas to access services such as food pantries as well as travel between service locations in urban areas. HARTS and KARTS each provide some level of inter-county transportation. These services are typically limited to one or two days/week. Service eligibility is often limited to senior adults, persons with disabilities, or qualifying low-income individuals. The service gap includes both travel from rural areas to access services such as food pantries and travel between service locations in urban areas. For example, clients who need to travel between the Women's Center and the Healing Transitions Women's Campus in Raleigh require two transfers and the trip takes two hours or more to traverse the 15-mile distance.

This could take the form of a multi-jurisdictional demonstration project linking rural communities with one or two of the larger healthcare centers in Raleigh. There is also the potential to seek supporting funding from insurance carriers, healthcare centers benefitting from the patient patronage, and faith-based and community service organizations. This strategy also ties into Strategies 3.1.1 and 3.1.2 discussed later in this chapter.

Strategy 1.2.2: Incorporate promotion of public transportation into responsibilities.

There is a need for broad education and information dissemination around public transportation. CAMPO's recent hiring of a full-time Mobility Manager represents an important step forward in the organization's efforts to increase public transit and transportation awareness, enhance service coordination, and foster a "regional" mindset regarding development and implementation of such services. The results of both the community stakeholder survey and transit operator survey include several suggestions as to the "work plan" of the new Mobility Manager including advocacy, training, public engagement and education, and design and distribution of public transit/transportation informational (marketing) materials. It also reflects recommendations in the MMIS and Mobility Manager Work Plan to

1) develop and maintain transportation services information and database; 2) design, launch, and maintain mobility management webpage; and 3) refer riders to transportation options.

One of the questions posted to the stakeholders and transit operators was how CAMPO's new Mobility Manager could assist with mobility and transportation coordination. Many identified a focus on education and ensuring transportation information was broadly available throughout the region as top priorities. The Mobility Manager can help address the gap in knowledge regarding transit in the CAMPO region.

Recommendations include targeted Spanish-language outreach; conducting a SWOT analysis, goal setting, and strategic planning to prepare for effective outreach; ensuring transportation information is broadly available, including for the NCSU Wolfline; and working with the Mariam Clinic in Cary regarding awareness of Sunday service between Cary and Raleigh. (This also supports several other strategies/recommendations.)

Strategy 1.2.3: Build a broader coalition with human service agencies and related regional programs.

This strategy was included in the 2018 Coordinated Plan and the MMIS findings and continued into the 2024 Coordinated Plan. It reflects MMIS recommendations to 1) conduct partner outreach, including site visits with providers; 2) conduct targeted outreach; and 3) meet regularly with decision-makers.

The MCC has increased human service agency participation in the MCC by actively recruiting and reaching out to these agencies and TABs whose participants advocate for transportation services for the elderly, low income and disabled. Approximately 400 agency stakeholders were contacted to participate in information sharing for the 2024 Coordinated Plan and have been added to CAMPO's contact lists. Continuing to develop a solid working relationship with local human service agencies as is critical to ensuring effective information-sharing and coordination. Active participation by human service agencies and coordination of related regional programs such as the Triangle Transportation Program (Transportation Development Management) and Live Well Wake, should be the benchmark for progress with respect to this strategy, rather than the number of agencies with which CAMPO engages in outreach. This should also include formalizing and expanding participation in the MCC.

Strategy 1.2.4: Develop emerging mobility policy.

This strategy was included in the 2018 Coordinated Plan and continued into the 2024 Coordinated Plan. In the 2018 Plan, the recommendation included development of an emerging mobility policy that outlines Wake County's approach to working with private mobility services in a way that is reliable, safe, and cost effective. While implementation of this strategy is ongoing, coordination of emerging mobility programs and policy development will be addressed in the regional Mobility Management Program (MMP).

Strategy 1.2.5: Expand emerging mobility options.

This strategy was included in the 2018 Coordinated Plan and continued into the 2024 Coordinated Plan. It calls for continued outreach to areas and agencies regarding participation in the Mobility Management Program, including understanding the various operating and capital costs and the sharing of resources. Enhanced services could include demand responsive service zones, new emerging mobility partners, and potentially expanding emerging mobility networks to include volunteer driver services. The new mobility partners could be employed through the coordinated system to provide service to areas currently underserved. This strategy would likely explore the full range of coordination alternatives from the

perspective of maximizing service to customers through minimizing non-essential activities, such as infrastructure duplication.

Agencies involved in the MCC have begun researching and entering into pilot programs with emerging mobility options including statewide and peer efforts. Partners have discussed and/or entered pilot projects such as:

- Wake County's Northeast Micro-transit service study and the GoWake Smart Ride NE pilot. (Implemented)
- GoApex/GoCary/GoWake Access new transit service. (Implemented)
- Johnston County Area Transit System (JCATS) new maintenance and operations facility building. (Completed)
- GoRaleigh/Wake County joint operations/administrative/maintenance facility.
- GoRaleigh/Wake County joint provider service contract.
- GoRaleigh taxi service software collaboration with RouteMatch/Uber. (Cancelled due to a new operations contractor.)

***The MCC should coordinate its committee activities with on-going work of the Wake Transit Program and that program's existing subcommittee(s) on this topic of emerging mobility policy and options.

Goal 1.3: Explore coordinating transit recruitment. Make recommendation(s).

Strategy 1.3.1: Explore coordinating staff recruitment.

As has been observed both nationwide and locally, as well as reported by transit operator stakeholders, there is a shortage of transit operator staff, especially drivers, which impacts service capacity. Several transit operators cited a driver shortage that impacted their ability to operate at full capacity. In addition, with multiple operators in a relatively small region, there is competition for drivers. While a challenging concept, at some point, conducting a coordinated recruitment effort could raise awareness of available jobs among driver candidates and enable transit operators to more effectively staff up driver rosters. The biggest challenge may be differences in pay rates and compensation, which already makes some operators more competitive in the job market.

This strategy calls for the preparation of unified/standardized position descriptions for drivers and dispatchers. While pay rates/benefits may vary by individual operator, utilizing joint advertising/promotion of positions, single-source preliminary screening, and joint training classes can help develop a pool of candidates that can be shared between providers.

Goal #2: Coordinate ADA paratransit services and policies throughout the CAMPO region.

Most of the strategies recommended under Goal #2 are carried forward from the 2018 Coordinated Plan. The provision of effective ADA paratransit services is one of the most significant challenges in the CAMPO region. As local programs expand coverage, their ADA paratransit service areas expand as well. This can

also result in overlapping service areas. Coordination of ADA paratransit services is necessary to ensure programs can operate efficiently while also meeting the needs of the communities served.

Goal 2.1: Create a regional ADA structure.

Strategy 2.1.1: Explore opportunities to streamline ADA application language and processes.

This strategy was included in the 2018 Coordinated Plan and continued into the 2024 Coordinated Plan. The 2018 Coordinated Plan called for the development and implementation of a uniform application and process. However, initial discussions between the MCC and the transit partners centered around ensuring a consistent application and regional eligibility process rather than developing a universal ADA application. The rationale was that the existing jurisdictional applications have very similar and consistent language in each of the applications, but also include important specific information that highlights agencies operational differences.

Rather than continue the recommendation for a uniform application, the 2024 Coordinated Plan advocates for the development of a streamlined process and consistent language, along with any other opportunities to coordinate ADA registration and usage. The effort and overall goal should be to re-review and streamline the application process from customer's perspectives. Consider the software applications being coordinated and GoCary's Tier 2 and Tier 3 services. ADA "No show" or late cancellation policies do not exist for the rural counties.

CAMPO and the MCC should include this recommendation as part of its regional mobility management program development as there is opportunity for coordination improvement.

Strategy 2.1.2: Coordinate no show/late cancellation policies.

This strategy was included in the 2018 Coordinated Plan and continued into the 2024 Coordinated Plan. Discussion of the differing definitions and policies is provided in Chapter 7 under Need #34 (Exhibit 7.1). While some discussion and coordination has taken place between some of the transit operators, there are still considerable differences, especially between operators in Wake County and GoCary and those in the rural counties.

Having consistent policies across the region is important when customers must transfer from one system to another to successfully complete their trip. Differing policies regarding no shows and late cancellations can result in misunderstandings that lead to suspensions or other consequences. The MCC should revisit further discussions on coordinating all of the regional agencies no show and late cancellation policies.

Strategy 2.1.3: Explore implementation of a consistent ticketing technology.

This strategy was included in the 2018 Coordinated Plan and continued into the 2024 Coordinated Plan.

The city of Raleigh and GoTriangle completed an interlocal agreement (ILA) following the Fare Integration Study. We recommend the MCC continue to explore implementation of a consistent ticketing technology, either within Wake County or throughout the CAMPO region. At the regional level, the Regional Technology Plan is being updated in 2024/2025. The study focuses on Passenger Real-Time, Transit Service Planning Tools, Transit Signal Priority, and Integrating Mobile Payments as well as Passenger Real-Time & Trip Planning, Transit Service Planning Tools, and Transit Signal Priority. The MCC is represented on the Regional Technical Working Group for this project to ensure coordination.

Strategy 2.1.4: Create a single regional ADA User Guide.

This strategy was included in the 2018 Coordinated Plan and continued into the 2024 Coordinated Plan.

As ADA paratransit programs become more coordinated and regionalized, having a single User Guide detailing the features and policies of each program – especially with respect to transfers from other agencies – will be essential. This task can be coordinated by the regional Mobility Manager who will consider website design for the agency differences and management/coordination of a central and agency websites.

Goal 2.2: Coordinate or centralize ADA service delivery.

Strategy 2.2.1: Incorporate standardized policies into ADA Plans.

This strategy was included in the 2018 Coordinated Plan and continued into the 2024 Coordinated Plan. This item is pending discussions regarding coordinated policies language with transit operators and the ADA sub-committee working group. The ADA plans are developed based on FTA guidelines that references the types of services provided, so there are minor variations in the Plans. As ADA paratransit programs move toward increased regional coordination, ensure the plans have standardized policy language to simplify use by customers and partner agencies.

Strategy 2.2.2: Create centralized Call Center/Scheduling and Dispatch.

This strategy was included in the 2018 Coordinated Plan and continued into the 2024 Coordinated Plan. Centralizing call centers, schedule, and dispatch will make it easier for customers looking for trips or for transit agencies assigning those trips. A centralized or connected system would likely be accomplished by creating a single centralized facility and/or using technology so that the facilities are connected virtually. MCC discussions included providing all regional call centers the same unified script for all agency customers and potentially providing one call center for a mobility manager. GoRaleigh/GoWake Access (pending a unified operations/maintenance facility) are scheduled to house combined space for call center staff from both agencies. With GoRaleigh and GoWake Access sharing a single service contractor and common scheduling software opportunities increase for the region to further combine software systems with GoCary, GoTriangle and other regional systems. As these projects are further advanced, the MCC should continue discussions and collaborations and work with the Regional Technical Study update to possibly evaluate other software options.

Strategy 2.2.3: Explore common scheduling software.

This strategy was included in the 2018 Coordinated Plan and continued into the 2024 Coordinated Plan. Shared scheduling software will allow transit providers to assign trips based on cost and demand rather than transit operator. It could also help support use of zone-based scheduling practices that would allow regional demand response providers to schedule trips according to predetermined geographic zones. Zone scheduling has the potential to increase sharing trips, reduce costs, and improve customer satisfaction. The MCC and transit operators should continue discussions and collaborations.

Strategy 2.2.4: Explore a brokerage model to better coordinate ADA Paratransit trips. Provide discussion and recommendation(s).

This strategy was included in the 2018 Coordinated Plan and continued into the 2024 Coordinated Plan.

ADA paratransit service is expected to become increasingly complicated as service areas expand and overlap. Categories of service gaps identified in the 2018 Plan remain relevant in 2024, and they are discussed as part of the various service gaps identified herein. These include travel across county borders, a need for more service, the ability to reserve and schedule trips, and challenges associated with information and reservation systems. One of the significant challenges to service expansion, be it fixed-route and/or circulator, is the need to ensure appropriate ADA complementary paratransit service is also provided. ADA service coverage increases considerably as the Wake Transit Plan is implemented such that by 2027 the vast majority of eligible residents in Raleigh and Cary will have access to ADA complementary paratransit services. The service span will also increase as fixed-route service is expanded earlier and later on weekdays and weekends. In addition, as more GoTriangle routes are expanded to provide all-day service, there will be more supportive ADA complementary paratransit service provided.

This strategy advances exploration of a brokerage model for ADA paratransit service. As GoTriangle service continues to expand to all-day service, there will be increasing overlap of ADA Paratransit service areas. A brokerage model could be used to provide a more comprehensive regional approach to ADA Paratransit and optimize existing resources.

The MCC will explore the potential detailed definition and application of a brokerage model in Wake County – and potentially in rural counties as well – based on stakeholder interest and willingness to consolidate different aspects of service delivery. The brokerage model should also be designed to be inclusive to allow for increased participation from providers and partners. The 2024 Coordinated Plan continues the recommendation that the MCC explore brokerage models once it has experience collaborating on ADA services. In addition, streamlining and coordinating policies governing the services makes implementation of a brokerage model easier. By focusing on coordination and collaboration first, the MCC will gain other experience that will influence brokerage model development, such as technology, communication, and cost allocation models. Presently an Interagency Local Agreement exists between GoTriangle and GoRaleigh for providing cross-county ADA trips. Discussions on expanding this ILA to other jurisdictions should be continued.

Depending on the success of other coordination and collaboration efforts, the MCC can lead Wake County, and potentially JCATS or other rural operators, towards a brokerage model. The brokerage model could be expanded to accommodate more agency partners (additional human service agencies), increasing services included in the brokerage model, and adding new service providers. The goal for initiating and expanding the brokerage model would be to balance the ability of participants to retain some autonomy and still be included as part of the system concept with consistent and standardized processes.

Goal 2.3: Maximize efficiency of ADA paratransit services.

Strategy 2.3.1: Support regional ADA service assessments

At present, there are a number of paratransit providers in the region with overlapping service areas. Cary currently offers three levels of GoCary Door to Door service. Tier 1 is ADA complementary

paratransit service within $\frac{3}{4}$ mile of GoCary fixed routes. Tier 2 is Door to Door service within Cary limits but with an origin or destination beyond the $\frac{3}{4}$ mile boundary. Tier 3 is Door to Door service for trips outside of Cary. Tier 2 and Tier 3 services are limited to Town of Cary residents and are premium services beyond the standard required complementary paratransit service.

This strategy recommends the MCC working collaboratively with Cary and other regional providers to maximize the efficiency of service. As premium, not federally required services, Cary has leeway regarding its Tier 2 and Tier 3 offerings. Tier 3 services, in particular, may be better provided through a different approach such as Lyft or Uber vouchers, contracting with another provider already serving the area outside of Cary or with improved coordination with other transit providers.

Regional coordination may also present an opportunity to partner with a specialized Transportation Network Company (TNC) that can accommodate ADA trips. For example, GRTC Transit System in Richmond, Virginia, offers on-demand service through UZURV and subsidizes up to \$15.00 of the cost of the trip. GoDurham Access also used UZURV to provide back-up coverage during the driver shortage resulting from the COVID-19 pandemic.

Goal #3: Support transportation services that address the mobility needs of the CAMPO region

Goal #3 is quite broad and interactive, as it focuses on general mobility needs throughout the CAMPO region. Strategies proposed under Goal #3 seek to address and develop recommendations including funding models as able for a variety of needs, including medical transportation, improvements to existing services, and alternatives to public and human services transportation. Ensure updated coordinated maps that show jurisdiction service areas and overlaps are prepared and included in this plan to further the discussions.

Goal 3.1: Address the need for cross-county medical transportation.

Strategy 3.1.1: Evaluate medical transportation needs/conduct scenario planning.

This strategy was included in the 2018 Coordinated Plan and continued into the 2024 Coordinated Plan. It also ties into the MMIS recommendation to identify opportunities for trip coordination, especially with rural transportation providers.

There was much discussion about the need for medical transportation during development of the 2024 Coordination Plan, but little quantifiable data was obtained. Therefore, this strategy recommends the MCC commission a study to evaluate what specific medical transportation needs exist in the CAMPO region. Through the preparation of the 2024 Coordinated Plan, the most significant challenges appear to be cross-county medical trips, and there are also challenges in securing confirmed rides on a service with limited capacity (such as GoCary Tier 3).

Quantifying the need for these trips would be the goal of this strategy, which would then inform other strategies under Goal 3.1.

Strategy 3.1.2: Explore the implementation of a regional (inter-county) medical shuttle.

There is a need for better regional connectivity, especially in rural portions of Wake County, in rural counties, and between jurisdictions. The needs of clients do not follow the same boundaries as the individual jurisdictions providing the transit services. As a result, rural jurisdictions are tasked with providing service into urban areas, some of which are included in the CAMPO region and some which are not. Riders need to be able to make necessary trips (especially for medical purposes) regularly during a given week for an affordable price without negatively impacting their health. Currently, transportation services in rural areas are provided by the rural transit providers. The service gap arises when rural operators do not have the capacity to directly provide more frequent trips into urban areas, or when the rider's need to cross jurisdictional boundaries cannot be accommodated by the rural service or coordinated between services.

There is also a need for more capacity for reliable and cost-effective out-of-county medical trips. At present, most transit operators offer some provision for out-of-county transportation for medical trips. The availability of slots for these trips is often limited, and this can result in riders either not receiving the medical care they need or having to pay significantly more (often more than they can afford) to use a taxi, Uber, or Lyft. Currently, out-of-county medical trips are provided by Harnett Area Rural Transit System and Kerr Area Transportation Authority. Availability of slots for these trips is often limited, which can result in riders either not accessing the medical care they need or having to pay significantly more (often more than they can afford) to use a taxi, Uber, or Lyft. Services are limited to one or two days/week. In some cases, appointments must end by 1:00 p.m. Use of these services by non-senior adults is either limited or not available.

In addition, there are continued challenges with dialysis transportation due to limited capacity and/or jurisdictional boundaries. Dialysis treatments are often needed three to four times a week and take several hours to administer. Jurisdictional boundaries can present barriers. There is no demand-response service that effectively and reliably transports dialysis patients between Wake County and Durham or Orange counties for treatment. For example, someone traveling from Cary to Durham would need to book a Tier 3 trip on GoCary Door to Door. However, the availability of Tier 3 trips is extremely limited, and depend on the rider being able to secure a guaranteed reservation. In most areas, the transit provider offers dialysis transportation. However, some services have limited capacity, especially for out-of-area trips. As a result, some riders are unable to secure a confirmed trip for their appointment. While many operators strive to make dialysis patients a priority, there are limits to available funding for such trips. In addition, dialysis clinics are often located in inconvenient areas (from a transit perspective) despite their many transportation-disadvantaged clients, yet the onus for transportation is put onto the public sector. Include key stakeholders such as Duke/UNC medial, Fresenius, and other medical providers in the discussions. Consider their resources and service provision ideas. Coordinate with other stakeholders beyond just transit providers.

This strategy calls for considering implementation of a regional (inter-county) medical shuttle as a pilot project where local operators would bring riders to designated transfer hubs. It may not be feasible to provide single-seat transportation from outlying areas, but the use of transfer hubs could keep local services operating locally and rely on regional services for the out-of-town and out-of-county trips. Identify potential funding with every pilot.

Strategy 3.1.3: Secure local support for medical travel between the CAMPO region and healthcare facilities in Durham and Chapel Hill.

It can be difficult to access non-Medicaid public transportation to medical providers at UNC Chapel Hill or in Durham. Patients who do not qualify for Medicaid are typically responsible for their own transportation. While many such patients are eligible for paratransit or senior services, jurisdictional boundaries often preclude the use of services such as GoTriangle Access or GoWake Access. HARTS and KARTS currently provide some level of inter-county transportation to access healthcare centers. These services are typically limited to one or two days/week. Service eligibility is often limited to senior adults, persons with disabilities, or qualifying low-income individuals. Fixed-route transit does serve both UNC and Durham, but for persons traveling for medical purposes, a long trip with multiple transfers is not always feasible.

This strategy would leverage public education collateral developed under Strategy 4.1.1. It would initiate outreach/lobbying of healthcare centers benefitting from patient patronage as well as community service/faith-based organizations in an effort to secure local funding for essential medical travel outside of the CAMPO region. Alternately, if funding support is not viable, work with healthcare and local organizations to better coordinate transportation and access to services.

Both UNC, Duke and the Veterans Administration have existing shuttles used to transport their patients throughout their respective campuses. Public transit could expand their existing resources through quid pro quo agreements (technology sharing, vehicle donation, dispatching services, etc.) potentially circumventing some of the jurisdictional boundary issues. Private entities are not as constrained by federal requirements as public entities are. This strategy should also be coordinated with Strategy 1.2.3.

There may also be limited opportunity to partner with a specialized Transportation Network Company (TNC) that can accommodate ADA service trips, as discussed in Strategy 2.3.1. However, TNC's are generally not equipped with accessible vehicles.

Goal 3.2: As possible, enhance/expand transportation programs.

Strategy 3.2.1: Expand service to the Wake Tech campus at Ten-Ten Rd. and Kildaire Farm Rd.

The southernmost service point for GoCary Route 5 is at Crescent Commons and Kildaire Farm Rd., approximately 2.5 miles north of the Western Wake campus. There is no other transit service to the campus. Service would only need to be provided at key points throughout the day, with the first trip arriving prior to the start of classes, at least one mid-day trip, and one trip after 5:00 p.m. Additional funding from Wake Tech could help offset the cost of additional service.

The Western Wake Campus is expected to move to a new location in Apex in 2027. This location would likely be served by the expansion of GoTriangle's Route 305 when it adds all-day service to Apex in FY 2024 and to Holly Springs in FY 2027. As a result, this recommendation for expanded service is for approximately two years. Once the campus has been relocated, if implemented the extended service could be discontinued. Wake Tech Western Wake Campus is identified as a potential hub location in Cary's Micro-transit Feasibility Study.

Strategy 3.2.2: Expand midday and weekend service capacity for Morrisville Smart Shuttle.

The Morrisville Smart Shuttle provides free, on-demand service seven days a week. In lieu of an established route, the Shuttle was designed to serve 16 “nodes” or activity points throughout the town. Riders reserve trips via an app and can track the location of the single vehicle used to operate the service. The Town of Morrisville reported capacity issues around shift change each day (1:00 p.m.) as well as on the weekends (as only one vehicle is available). At this time, it appears that demand exceeds capacity for the Smart Shuttle, especially during early afternoon shift changes. While using a node-based system and dispatching algorithm can enhance efficiency, ultimately capacity is limited by the use of a single vehicle. A service gap occurs when riders cannot book trips (or cannot book trips in a timely manner) due to the limited capacity.

Service capacity is impacted by limited vehicles and the timing of a shift change mid-day. Adding another vehicle and driver during peak travel periods would help to alleviate capacity concerns. The Town has budgeted for additional Saturday service through increased Community Area Funding Program (CFAP) and Town funding beginning in FY 2025.

Strategy 3.2.3: Conduct an efficiency study of KARTS to better coordinate routed trips.

Kerr Area Transportation System (KARTS) is based in Henderson, some 45 road miles north/northeast of Raleigh in Vance County. KARTS provides shared-ride, reservation-based transit service open to the general public. Its service area includes four counties: Franklin, Granville, Vance, and Warren counties; each of which is chiefly low-density. KARTS indicated a need for route coordination for smoother day-to-day operations. KARTS operates a demand-response service within parts of the CAMPO region, with out-of-county trips for medical purposes. Given the on-demand nature of the service, KARTS appears to be looking for more coordination of its internal operations rather than coordinating with external entities, but an overall study such as the ongoing North Harnett Transit Feasibility Study (www.northharnetttransitstudy.com) could serve to help the agency streamline and grow its services.

This strategy calls for the preparation of an efficiency study of KARTS to optimize internal operations, demand-response routing, and routed services for medical trips. This should also be coordinated with Strategies 3.2.6 and 3.2.7. Consider using the outcome of the study as a springboard for evaluating the other rural transit operations.

Strategy 3.2.4: Explore the implementation of micro-transit service in Clayton.

Clayton is in Johnston County, approximately 15 miles southeast of Raleigh. Service in Clayton is provided by Johnston County Area Transit System (JCATS), which provides contracted human services transportation and limited general public transportation throughout the county. Limited capacity is available for transport of the general public (that is, non-seniors and individuals not certified as disabled). This represents a service gap for those wishing to travel within Clayton.

The Town of Clayton may be supportive of the introduction of micro-transit service and has reportedly offered to provide space for parking and possibly office space. JCATS has been approved for 10 expansion vehicles in FY 2025 (five through NCDOT and five electric vehicles through a Carbon Reduction Program grant). Operating funds have been identified. Given Clayton is now its own urbanized area (UZA), JCATS has initiated discussions with the NCDOT’s Integrated Mobility Division (IMD) federal grants specialist

about becoming a direct recipient of FTA Section 5307 funding. Discussions continue to determine what agency/jurisdiction can receive the federal apportionment for the new urbanized area for Section 5307 funding. The Town of Clayton recently received a NC State appropriation to support purchase or construction of a new senior center (which the Community Social Services of Johnston County operates). A potential building has been identified which could serve as both as new senior center and a satellite location for JCATS as a long-term home.

This strategy recommends continued exploration of a micro-transit service in Clayton (like the Quick Ride program currently operated in the Selma/Smithfield area). If deemed viable, no less than a six-month micro-transit demonstration project should be implemented.

Strategy 3.2.5: Explore opportunities to increase service capacity.

Capacity for some operators is limited by lack of vehicles and operators. In order to increase capacity, an operator must have both the human assets (drivers) and rolling stock (vehicles) to provide additional service. Transit providers operating in “rural counties” (i.e., not Wake County) typically provide life-line mobility service for their resident populations. These providers often operate at capacity, and therefore are only able to provide limited service for non-senior adults and non-disabled individuals. This situation translates to a significant “service gap.” Increasing capital funding for vehicles for agencies that need more vehicles and exploring ideas to improve driver availability would help address the capacity issues to support additional opportunities to increase service.

This strategy calls for the securement of additional state funding for the purchase of expansion vehicles for agencies in need of vehicles.

Strategy 3.2.6: Help identify dedicated funding mechanisms for rural agencies.

As the rural agencies expand and desire to coordinate services and connect with the urban providers, the MCC/CAMPO should aid the agencies in finding stable, reliable funding mechanisms. This would enable agencies to make longer-term service planning decisions. Without dedicated funding, agencies run the risk of not meeting the needs of the community, especially with respect to general public riders. Dedicated funding would also help support the expansion of service and better coordination into Wake County.

This strategy would identify an entity (such as the Town of Clayton or Johnston County or KARTS) that could act as recipient or sub-recipients of federal funding, as well as actively explore other county-level revenue-generation opportunities.

Strategy 3.2.7: Expand service hours and days in rural areas as warranted.

Based on community outreach as well as a review of available services, there is a need for extended service hours and days, especially in rural areas where there are limited options. This ties into other needs identified herein, particularly the need for more mid-day service where only peak-hour service exists. Another issue is a need for later evening and earlier morning service to meet the needs of workers, many of whom do not work a traditional “9-to-5” shift and/or may have to travel a significant distance between home and work. In addition, there is demand for weekend or Sunday service. For those who work Monday through Friday, having transportation on the weekends may be essential for tasks such as grocery shopping or to attend church. For those who work on the weekends, the absence of transportation can impact their ability to earn a living. Limited-service hours can also impact access to medical appointments. Off-peak and weekend transit services are available in the more urbanized portions of Wake County. JCATS provides Saturday service (4:30 a.m. to 5:00 p.m.). However, neither HARTS nor KARTS provides weekend service. The service gap arises when the span of service and/or service days do not effectively allow for travel for work, medical appointments, or essential services.

GoWake Access/Wake County measures, tracks, and reports transportation demand in rural Wake County communities, including trip assignments, requests, denials, and costs, but along with the MCC will be examining data of new initiatives and services in more detail with a broader group of stakeholders. This same level of analysis should be utilized in rural counties prior to any service expansion efforts.

CAMPO is in the process of completing the North Harnett County Transit Study, which includes a comprehensive evaluation of travel patterns and transit demand/desire in northern Harnett County (the portion included within the CAMPO region). This study is expected to be completed in Summer 2024 and should offer more direction with respect to HARTS and other service in this area.

This strategy recommends conducting quantitative analysis of demand and forecasting travel patterns in rural counties. Quantitative key performance indicator (KPI) performance criteria for assessing service performance should be developed. Warranted service expansions should be approached on a demonstration/trial basis.

Strategy 3.2.8: Continue to expand public transportation access in eastern Wake County.

There is a continuing need for enhanced transportation within eastern Wake County and between eastern Wake County and Raleigh. Eastern Wake County includes the communities of Zebulon, Wendell, Knightdale, and Rolesville. Service in these areas has been provided by the GoWake SmartRide NE micro-

transit program since 2022 which included Rolesville, but not Knightdale. Moving forward, SmartRide will include Knightdale, but not Rolesville. Service into Raleigh is provided by GoRaleigh Route 33, which serves Knightdale, and the Zebulon-Wendell-Raleigh Express (ZWX) route serving park and ride lots in Wendell and Zebulon. Route 33 provides all-day service into Raleigh, while Route ZWX provides peak-hour service. Despite these services, there are still challenges accessing essential services, both within eastern Wake County and in Raleigh, as documented in the stakeholder survey, community survey, and the Northeastern Wake County – NC Rural Micro-transit Service Plan.

This strategy encourages the development of transit projects in community funding areas under the Wake Transit Plan and Community Area Funding Program (CFAP) to enhance transportation, especially in eastern Wake County. The Wake Bus Plan also identifies a potential new micro-transit zone encompassing Zebulon and Wendell including unincorporated areas, and there is the potential to expand funding availability and eligibility criteria before and hours and days of service as the Wake Transit Plan and CFAP management plans are updated. Examine the issues of capacity and availability.

Goal 3.3: Address safety concerns. Consider alternatives to traditional public transit and human services transportation.

Strategy 3.3.1: Explore the need for a Lyft/Uber voucher or subsidy program to address the needs of vulnerable populations.

Some vulnerable riders do not feel safe using public transit. Such populations include transgender individuals, those who have experienced domestic abuse, and dialysis patients who need a confirmed ride to treatment. Several stakeholders indicated the use of Lyft or Uber was a mobility option when other transportation services were not available, but it tended to be cost-prohibitive and generally was a last resort.

While a stakeholder organization may be well-served by GoRaleigh, other facilities or client home or work addresses may not be. Safety is also a concern, especially with respect to women, youth, or trans individuals traveling at night and/or alone. Other populations that would benefit from a voucher program are those who are extremely low-income or have been placed in temporary housing. For example, Western Wake Crisis Ministries has some clients who cannot afford the GoWake Access fare of four to eight dollars to pick up food from the food pantry. It may also offer a temporary solution for low-income individuals facing homelessness who are placed in temporary housing in an unfamiliar area until they can become familiarized with the transportation options located there.

Engage regional program managers and/or social/ human service providers to explore the need for an Uber/Lyft partnership to fill in the gaps of public transportation for vulnerable populations. Access to safe transportation for vulnerable populations was a need expressed by multiple stakeholder participants. However, this responsibility should lie outside the transit operators given this goes beyond the scope of what is generally considered safe on public transit. Development of one or more programs to fund Uber and Lyft vouchers that could be distributed through organizations such as the LGBT Center, Haven House Services, The Women's Center, Wake County Health and Human Services, or other social and human service providers could significantly enhance mobility while not requiring the expansion of existing public transit service or the development of new transit programs. Alternately, it could piggyback onto or expand GoTriangle's existing relationships with Lyft, which offers subsidized Lyft trips within the Research

Triangle Park (RTP) Connect service area as a first-/last-mile transportation solution. Explore opportunities within the various human service and regional programs.

This issue could also be addressed through the use of volunteer driver programs (discussed under Strategy 3.3.2).

Strategy 3.3.2: Increase access to volunteer driver programs.

The use of volunteer drivers has proven to be a successful strategy for safe transport of persons typically unable or unwilling to use traditional specialized transportation services such as paratransit or dial-a-ride. Recipients of volunteer driver rides are typically older and often have some form of impairment affecting their mobility. In addition to providing a highly personalized form of transport, volunteer driver programs are also very cost-effective given the drivers usually receive little or no compensation. This, however, does not mean such programs do not experience operating and administrative costs. The CAMPO region includes a very successful and long-standing volunteer driver program offered by The Center for Volunteer Caregiving (CVC). CVC provides free transport for qualifying Wake County seniors unable to use traditional public transportation services. CVC also provides free transportation for qualifying persons possessing a disability regardless of age.

In addition to driving clients to appointments, the volunteer serves as an escort for shopping trips and will wait for the client to complete a medical appointment. At present, demand for CVC's transportation services is such that rides are limited to one roundtrip per week per client. In addition, CVC is receiving an increased number of referrals from insurance companies. As a result, there is a much greater demand for volunteers.

This strategy calls for the funding of additional volunteer driver programs through the FTA Section 5310 program. Applications for 5310 funding from other organizations that wish to provide similar services, especially outside of Wake County or for other target populations not eligible for CVC services within Wake County, should be strongly encouraged, given the role such programs can play in filling in gaps in other services.

Goal #4: Raise awareness of mobility options throughout the CAMPO region.

Goal #4 addresses a series of findings that there are many people in the CAMPO region who are either unaware of the mobility programs available to them or do not fully understand the benefits of public transportation. The strategies below are designed to expand awareness of mobility programs as well as educate the public, decision-makers, and stakeholders about the value of public transportation in their communities.

Goal 4.1: Expand access to informational materials.

Strategy 4.1.1: Prepare informational materials targeted to decision-makers and stakeholders regarding the benefits of public transportation, including mobility programs for seniors and those with disabilities.

There appears to be a general lack of understanding/support from local decision makers regarding the benefits of public transportation. The lion's share of transportation funding in the CAMPO region comes through federal and state sources as well as the Wake Transit Program. However, it is critical to have support from local entities, especially as there is a need for more localized/community-based transportation programs. The gaps are caused by a lack of understanding as to how transit benefits the community as well as a lack of financial support. Local elected officials need to have a solid understanding of the benefits of public transportation and how it impacts/benefits the mobility needs of their constituents. In addition, sustainable contributions supporting the provision of transit programs and services from local non-governmental entities can serve to solidify "ownership" of a program or service. Such local contributions can also be used to leverage other funding. These strategies reflect the MMIS recommendations to 1) develop and eventually publish public-facing materials and 2) meet regularly with decision-makers.

This strategy would develop both regional and county-specific educational materials describing the importance/value of cost-effective public transportation, including economic development, access to medical care, congestion management, air quality, etc. CAMPO, through its Mobility Manager or other high-level staff, would conduct county-specific public transportation briefings with key decision/policy makers, influencers, etc.

The MCC, particularly GoWake Access and JCATS, are poised at the end of July 2024 to participate in study focus groups through the MMIS to help look for cost effective ways to increase information about the availability of service. The MCC is reviewing the ways in which information is provided to stakeholders and individuals and developing a strategy to improve communication overall. Some work is also being done within Wake County by the Wake Transit Community Engagement Subcommittee. This strategy should build upon work that has already been done and incorporate existing efforts into future planning.

Strategy 4.1.2: Research and support the expansion of language and accessibility improvements for transit service information.

In order to decide to use public transit or human service transportation as a mobility alternative, you first need to understand how to use it. In recent years the number of Spanish-speaking persons living and working in the greater Raleigh region has increased appreciably. While many are effectively bilingual, others only possess a limited command of the English language which translates to a potential access barrier to public transit and transportation. And, ironically, such persons are often predisposed to use public transit based on travel behaviors learned in their native countries.

Spanish was the most frequently cited non-English language by stakeholders. At the pop-up event in Zebulon, a need for more service information in Spanish was specifically identified. KARTS is currently working to provide online information in Spanish and is preparing its website to feature a translation tool. JCATS does not provide online information in Spanish, though there is a statement (in English) at the bottom of the Service page that states, "This agency provides translation and interpreter services free of

charge.” HARTS features a Spanish translation tool at the top of its home page. However, the linked brochure (.pdf) is only provided in English. NCSU Wofline does not provide service information in Spanish, nor is there a translation tool on the website.

This strategy calls for, at a minimum, the addition of Spanish content to agencies websites. Ideally, each transit agency should develop its own Language Access Plan and then develop translations and accessibility based on its own findings. In addition, planning for accessibility for those with disabilities (such as Web Content Accessibility Guidelines) should also be considered. Additional funding support may be required for these activities; alternately, CAMPO/transit providers may identify creative solutions such as volunteer interpretation or translation services.

Strategy 4.1.3: Ensure transit vehicles are effectively accessible to enhance ease of travel.

Feedback received from actual transit riders included complaints about inoperative or non-existing vehicle headsigns, as well as a request for installation of route displays on the rear of vehicles. Obviously, the lack of readily visible route indicators negatively impacts public transit’s standing as an attractive mobility option. Confirming the operational status of vehicle headsigns should be part of every transit provider’s pre-trip checklist. Comments from riders expressed a need to be able to see what route a bus is operating from the rear of the vehicle, not just the front. Accurate headsigns and route indicators are essential, especially when the time to transfer between routes is limited. In urban areas where multiple routes serve a single location, being able to quickly find their bus is essential for riders. This is even more important when missing a connection can result in a wait of an hour or more. While some routes have dedicated bus bays in urban transit centers, shared bus stops offer more opportunity for confusion.

This strategy calls for individuals operators to ensure that headsigns are functioning as designed and display the proper information on a daily basis. Installation on the rear of vehicles, if desired, may require further investment. Installation of route displays on the rear of vehicles is a lower priority. While certainly helpful, its greatest utility is realized in a transit center setting which includes multiple bus bays and significant interline transfers.

In addition, transit providers should also confirm that ADA accessibility features such as audio and visual stop announcements are working properly on all fixed routes.

Strategy 4.1.4: Develop travel training program to support use of fixed-route services.

This strategy was included in the 2018 Coordinated Plan and continued into the 2024 Coordinated Plan. The 2018 Coordinated Plan called for the MCC to develop and implement a regional travel training program to transition some ADA paratransit riders to the fixed-route network. The potential impact of travel training would increase over time as the Wake Transit Plan expands service and increases the accessibility of the network. People living in communities that are getting service for the first time will likely benefit from travel training. As part of the 5310 program and others, the MCC is continuing its efforts to examine how to expand travel training programs to learn about navigating fixed routes and focusing on rural transportation and people that are receiving transit for the first time.

This strategy continues the recommendation for the implementation of a travel training program to support the transition to fixed-route services, especially as fixed-route service continues to expand into

new areas or serves an area with greater frequency. It also reflects the MMIS recommendation to refer riders to travel training.

Strategy 4.1.5: Enhance transit awareness through additional marketing.

There is a lack of awareness regarding public transportation in the CAMPO region. Limited awareness of some of the available transportation services is still a problem. GoWake Access, in particular, noted that many residents of Wake County are unaware of the services it provides. A comprehensive transit marketing program, inclusive of all CAMPO-area operators, could help both individual riders and those who provide supportive services (healthcare providers, social workers, case managers, etc.) make better recommendations for the clients they serve. This is especially important for eligibility-based services such as GoWake Access. For example, someone who is familiar with the service may only be aware that they transport senior and disabled riders, but not members of the general public.

This strategy calls for the enhancement of awareness regarding existing transit programs through the implementation of additional marketing. In collaboration with the MCC, CAMPO would create a two-year phased region-wide marketing plan. This plan would have three objectives: 1) increase fixed-route ridership, 2) increase fare revenue, and 3) increase community support for public transportation. Another recommendation is the objective evaluation of transit service informational collateral on an individual county/operator basis. Target audiences would be identified within each county. This would also incorporate awareness of NCSU Wofline as a public transit provider.

Work under this strategy should be aligned with CAMPO's Mobility Manager as well as Wake Transit's Community Engagement Subcommittee. It reflects MMIS recommendations to 1) conduct targeted outreach; 2) refer riders to transportation options; and 3) develop and maintain transportation services information and database. This recommendation would also support Strategy 1.1.2 discussed earlier in this section.

Strategies in Exhibit 8.3 marked with an asterisk (*) are carried forward from the 2018 Coordinated Plan. Those marked with a caret (^) were included in the Mobility Management Implementation Study and/or the Mobility Manager workplan.

Exhibit 8.3 2024 Coordinated Plan implementation table

2024 Coordinated Plan Recommendations Implementation Table						
Timeframe	Recommendation/strategy	Effort Level	Project Lead	Receive as Information	Make Recommendations	Adopting Board(s)
Goal #1: Develop policies and programs to support mobility coordination efforts across the CAMPO and adjacent regions.						
Goal 1.1: Oversee mobility coordination efforts.						
Short-term (FY 2025-2026)	1.1.1 Transition rural transportation programs into a mobility management framework/continue development of a mobility management approach.*^	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	CAMPO
Mid-term (FY 2027-2028)	Conduct a supply, demand, and capacity assessment for specialized transportation services in the CAMPO region.	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC, TCC	CAMPO
Mid-term (FY 2027-2028)	1.1.3 Evaluate effectiveness and sustainability of the Mobility Coordination Committee.*^	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO
Goal 1.2: Refine the role of the CAMPO Mobility Manager.						
Short-term (FY 2025-2026)	1.2.1 Include enhanced service coordination in the Year 1 workplan.^	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO; transit providers
Short-term (FY 2025-2026)	1.2.2 Incorporate promotion of public transportation into responsibilities.^	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO
Short-term (FY 2025-2026)	1.2.3 Build a broader coalition with human service agencies and other regional programs.*^	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	CAMPO
Short-term (FY 2025-2026)	1.2.4 Develop emerging mobility policy.*	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO; transit providers
Mid-term (FY 2027-2028)	1.2.5 Expand emerging mobility options.*	Medium	CAMPO	TPAC	MCC; TCC	CAMPO; transit providers
Goal 1.3: Explore coordinating transit recruitment. Make recommendations.						
Short-term (FY 2025-2026)	1.3.1 Explore coordinating staff recruitment.	Medium	Transit providers	TBD	TBD	Transit providers

Timeframe	Recommendation/strategy	Effort Level	Project Lead	Receive as Information	Make Recommendations	Adopting Board(s)
Goal #2: Coordinate ADA Paratransit services throughout the CAMPO region.						
Goal 2.1: Create a regional ADA structure.						
Short-term (FY 2025-2026)	2.1.1 Explore opportunities to streamline ADA application language and processes.*	Medium	Transit providers	TPAC; TCC; CAMPO Board; local governments	MCC	Transit providers
Short-term (FY 2025-2026)	2.1.2 Coordinate no show/late cancellation policies.*	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	Transit providers
Mid-term (FY 2027-2028)	2.1.3 Explore implementation of a consistent ticketing technology.*	High	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	Transit providers
Mid-term (FY 2027-2028)	2.1.4 Create a single regional ADA User Guide.*	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	CAMPO; transit providers
Goal 2.2: Coordinate or centralize ADA service delivery.						
Mid-term (FY 2027-2028)	2.2.1 Incorporate standardized policies into ADA Plans.*	High	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	Transit providers
Mid-term (FY 2027-2028)	2.2.2 Create centralized Call Center/Scheduling Dispatch.*	High	Transit providers	TPAC; TCC; CAMPO Board; local governments	MCC	Transit providers
Mid-term (FY 2027-2028)	2.2.3 Explore common scheduling software.*	High	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	Transit providers
Long-term (FY 2029+)	2.2.4 Explore a brokerage model to better coordinate ADA Paratransit trips.*	High	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO; transit providers
Goal 2.3: Maximize efficiency of ADA paratransit services.						
Short-term (FY 2025-2026)	2.3.1 Support regional ADA service assessments.	Medium	CAMPO	Town of Cary	MCC	Town of Cary
Goal #3: Support transportation services that address the mobility needs of the CAMPO region.						
Goal 3.1: Address the need for cross-county medical transportation.						
Short-term (FY 2025-2026)	3.1.1 Evaluate medical transportation needs/conduct scenario planning.*	Medium	CAMPO	MCC	MCC; TCC	CAMPO; transit providers
Mid-term (FY 2027-2028)	3.1.2 Explore the implementation of a regional (inter-county) medical shuttle.	Medium	CAMPO	MCC	MCC; TCC	CAMPO; transit providers

Timeframe	Recommendation/strategy	Effort Level	Project Lead	Receive as Information	Make Recommendations	Adopting Board(s)
Mid-term (FY 2027-2028)	3.1.3 Secure local support for medical travel between the CAMPO region and healthcare facilities in Durham and Chapel Hill.	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO; transit providers
Goal 3.2: As possible enhance/expand transportation programs.						
Short-term (FY 2025-2026)	3.2.1 Expand service to the Wake Tech campus at Ten-Ten Rd. and Kildaire Farm Rd.	Medium	Town of Cary	Town of Cary; Wake Tech Board	MCC	Town of Cary
Short-term (FY 2025-2026)	3.2.2 Expand midday and weekend service capacity for Morrisville Smart Shuttle.	Medium	CAMPO; Town of Morrisville	TPAC; TCC; CAMPO Board; Town of Morrisville	MCC; TCC	Town of Morrisville
Short-term (FY 2025-2026)	3.2.3 Conduct an efficiency study of KARTS to better coordinate routed trips.	Medium	CAMPO; KARTS	TPAC; TCC; CAMPO Board; KARTS Board	MCC; TCC	KARTS; local government
Short-term (FY 2025-2026)	3.2.4 Explore the implementation of micro-transit service in Clayton.	Medium	CAMPO; JCATS	TPAC; TCC; CAMPO Board; JCATS Board	MCC; TCC	JCATS; local government
Short-term (FY 2025-2026)	3.2.5 Explore opportunities to increase service capacity by adding vehicles.	High	CAMPO; transit providers	TPAC; TCC; CAMPO Board	MCC; TCC	CAMPO; transit providers
Short-term (FY 2025-2026)	3.2.6 Identify a dedicated funding mechanism for rural agencies.	High	CAMPO; JCATS	TPAC; TCC; CAMPO Board; JCATS Board	MCC; TCC	JCATS; local government
Mid-term (FY 2027-2028)	3.2.7 Expand service hours and days in rural areas as warranted.	Medium	CAMPO; transit providers	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO; transit providers
Mid-term (FY 2027-2028)	3.2.8 Continue to expand public transportation access in eastern Wake County.	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO; transit providers
Goal 3.3: Address safety fears. Consider alternatives to traditional public transit and human services transportation.						
Short-term (FY 2025-2026)	3.3.1 Explore the need for a Lyft/Uber voucher or subsidy program to address the needs of vulnerable populations.	Medium	CAMPO	TPAC; CAMPO Board; human service agencies	MCC	CAMPO; transit providers, human service agencies
Short-term (FY 2025-2026)	3.3.2 Increase access to volunteer driver programs.	Medium	CAMPO	TPAC; TCC; CAMPO Board; human service agencies	MCC	CAMPO; human service agencies

Timeframe	Recommendation/strategy	Effort Level	Project Lead	Receive as Information	Make Recommendations	Adopting Board(s)
Goal #4: Raise awareness of mobility options throughout the CAMPO region.						
Goal 4.1: Expand access to informational materials.						
Short-term (FY 2025-2026)	4.1.1 Prepare informational materials targeted to decision-makers and stakeholders regarding the benefits of public transportation, including mobility programs for seniors and persons with disabilities.^	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	CAMPO
Short-term (FY 2025-2026)	4.1.2 Research and support the expansion of language and accessibility improvements for transit service information.	Low	Transit providers	CAMPO Board; transit providers	MCC	Transit providers
Short-term (FY 2025-2026)	4.1.3 Ensure transit vehicles are effectively signed to enhance ease of travel.	Low	Transit providers	CAMPO Board; transit providers	MCC	Transit providers
Mid-term (FY 2027-2028)	4.1.4 Develop travel training program to support use of fixed-route services.*^	Medium	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC; TCC	CAMPO; transit providers
Mid-term (FY 2027-2028)	4.1.5 Enhance transit awareness through additional marketing.^	Low	CAMPO	TPAC; TCC; CAMPO Board; local governments	MCC	CAMPO; transit providers

8.3 Updated CAMPO Implementation Schedule

Exhibit 8.4 includes a summary of the FY 2025-FY 2030 Implementation Schedule. The full Implementation Schedule is provided separately as an Excel file that CAMPO can use to track the progress of Coordinated Plan recommended strategies.

Exhibit 8.4 FY 2025 - 2030 Implementation Schedule

FY 2025-FY 2030 Implementation Schedule				
	Goals/Strategies/Major Milestones	Completion Date	Sub-Committee	Next Steps
Goal #1: Develop policies and programs to support mobility coordination efforts across the CAMPO and adjacent regions.				
Goal 1.1: Oversee mobility coordination efforts		FY 2028	Full MCC	
1.1.1	Transition rural transportation programs into a mobility management framework/continue development of a mobility management approach.	FY 2026	Full MCC; CT	
1.1.2	Conduct a supply, demand, and capacity assessment for specialized transportation services in the CAMPO region.	FY 2027	Full MCC, ADA	
1.1.3	Evaluate sustainability of the Mobility Coordination Committee.	FY 2028	Full MCC	
Goal 1.2: Refine the role of the CAMPO Mobility Manager		FY 2028	Full MCC	
1.2.1	Include enhanced service coordination in the Year 1 workplan.	FY 2025	Full MCC	
1.2.2	Incorporate promotion of public transportation into responsibilities.	FY 2026	Full MCC	
1.2.3	Build a broader coalition with human service agencies and other regional programs.	FY 2026	Full MCC	
1.2.4	Develop emerging mobility policy.	FY 2026	Full MCC	
1.2.5	Expand emerging mobility options.	FY 2028	Full MCC	
Goal 1.3: Explore coordinating transit recruitment.		FY 2026	Full MCC; CT	
1.3.1	Explore coordinating driver and dispatcher recruitment.	FY 2026	Full MCC; CT	
Goal #2: Coordinate ADA paratransit services throughout the CAMPO region.				
Goal 2.1: Create a regional ADA structure.		FY 2028	ADA	
2.1.1	Utilize uniform application materials and process.	FY 2026	ADA	
2.1.2	Coordinate no show/late cancellation policies.	FY 2026	ADA	
2.1.3	Implement a consistent ticketing technology.	FY 2028	ADA	
2.1.4	Create a single regional ADA User Guide.	FY 2028	ADA	
Goal 2.2: Coordinate or centralize ADA service delivery.		FY 2029+	ADA	
2.2.1	Incorporate standardized policies into ADA Plans.	FY 2028	ADA	
2.2.2	Create centralized Call Center/Scheduling Dispatch.	FY 2028	ADA	
2.2.3	Explore common scheduling software.	FY 2028	ADA	
2.2.4	Explore a brokerage model to better coordinate ADA Paratransit trips.	FY 2029+	ADA	
Goal 2.3: Maximize efficiency of ADA paratransit services.		FY 2026	ADA	
2.3.1	Support regional ADA service assessments.	FY 2026	ADA	

	Goals/Strategies/Major Milestones	Completion Date	Sub-Committee	Next Steps
Goal #3: Support transportation services that address the mobility needs of the CAMPO region.				
Goal 3.1: Address the need for cross-county medical transportation.		FY 2028	Full MCC; ADA; CT	
3.1.1	Evaluate medical transportation needs/conduct scenario planning.	FY 2026	Full MCC; ADA; CT	
3.1.2	Explore the implementation of a regional (inter-county) medical shuttle.	FY 2028	Full MCC; ADA; CT	
3.1.3	Secure local support for medical travel between the CAMPO region and healthcare facilities in Durham and Chapel Hill.	FY 2028	Full MCC; ADA; CT	
Goal 3.2: As possible, enhance/expand transportation programs.		FY 2028		
3.2.1	Expand service to the Wake Tech campus at Ten-Ten Rd. and Kildaire Farm Rd, if possible.	FY 2025	Full MCC	
3.2.2	Expand midday and weekend service capacity for Morrisville Smart Shuttle.	FY 2025	Full MCC	
3.2.3	Conduct an efficiency study of KARTS to better coordinate routed trips.	FY 2026	CT	
3.2.4	Explore the implementation of micro-transit service in Clayton.	FY 2026	CT	
3.2.5	Explore opportunities to increase service capacity by adding vehicles and drivers.	FY 2026	Full MCC; CT	
3.2.6	Identify a dedicated funding mechanism for rural agencies.	FY 2026	Full MCC; CT	
3.2.7	Expand service hours and days in rural areas as warranted.	FY 2028	CT	
3.2.8	Continue to expand public transportation access in eastern Wake County.	FY 2028	CT	
Goal 3.3: Address safety concerns. Consider alternatives to traditional public transit and human services transportation.		FY 2026	Full MCC	
3.3.1	Explore the need for a Lyft/Uber voucher or subsidy program to address the needs of vulnerable populations.	FY 2026	Full MCC	
3.3.2	Increase access to volunteer driver programs.	FY 2026	Full MCC	
Goal #4: Raise awareness of mobility options throughout the CAMPO region.				
Goal 4.1: Expand access to informational materials.		FY 2026	Full MCC; CT	
4.1.1	Prepare informational materials targeted to decision-makers and stakeholders regarding the benefits of public transportation, including mobility programs for seniors and those with disabilities.	FY 2026	Full MCC; CT	
4.1.2	Expand availability of Spanish-language transit service information.	FY 2026	Full MCC; CT	

4.1.3	Ensure transit vehicles are effectively signed to enhance ease of travel.	FY 2026	Full MCC; CT	
	Goals/Strategies/Major Milestones	Completion Date	Sub-Committee	Next Steps
4.1.4	Develop travel training program to support use of fixed-route services.	FY 2027	Full MCC; CT	
4.1.5	Enhance transit awareness through additional marketing.	FY 2028	Full MCC; CT	
FY 2029 Coordinated Plan Update		6/30/2029	Full MCC	
	Issue RFP for the FY 2029 Coordinated Plan Update	June 2028	CAMPO/Full MCC	Prepare/issue RFP
	Procure consultant/issue NTP	August 2028	CAMPO	Engage consultant
	Task 1: Project Management, Coordination, and MCC Meetings	TBD	Full MCC	
	Task 2: Review Plans, Studies, and Reports	TBD	Full MCC	
	Task 3: Existing Conditions and Service Inventory & Assessment	TBD	Full MCC	
	Task 4: Stakeholder Outreach and Public Engagement	TBD	Full MCC	
	Task 5: Mobility Needs Assessment, Gap & Overlap Analysis	TBD	Full MCC	
	Task 6: Recommended Strategies for Improved Services and Coordination	TBD	Full MCC	
	Task 7: Update the Coordinated Plan	June 2029	Full MCC	Adopt Updated Plan

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Appendix A | Inventory of Services

The information regarding the transportation providers contained within this inventory is accurate as of the time it was created. Service and contact information was developed through outreach to the providers as well as a review of online information. Inclusion of a provider or program within this inventory does not constitute an endorsement or recommendation. For more information, please contact the provider directly or visit them online.

Public Transit Services

Chatham Transit Network (Chatham County)		
Provider Information	Description of Service	Operating Days/Hours
Chatham Transit Network 127 Dr. Martin Luther King Jr. Dr. Pittsboro, NC 27312 (919) 542-5136 www.chathamtransit.org	Two fixed routes connecting Siler City, Pittsboro, and Chapel Hill. In-County Service provides general public dial-a-ride between locations in Chatham County. Also provides non-emergency medical transportation and contracted services for client organizations.	In-County Service is available from 4:30 a.m. to 5:30 p.m., Monday through Friday. Reservations required 48 hours in advance.
Provider Type	Eligibility	Fare/Cost
Public transit; NEMT; contracted transportation	General public (Chatham County residents)	In-County Service fares start at \$2.00 and vary by distance

GoApex (Town of Apex)		
Provider Information	Description of Service	Operating Days/Hours
GoApex 73 Hunter Street Apex, NC 27502 (919) 249-1043 www.apexnc.org/goapex	One fixed route operating throughout Apex. It also provides connections with GoCary and GoTriangle routes serving Apex. Operated by GoCary.	Hourly service Monday through Saturday from 6:00 a.m. to 10:00 p.m. Does not operate on designated holidays.
Provider Type	Eligibility	Fare/Cost
Public transit	General public	Free

GoApex Door to Door (Town of Apex)		
Provider Information	Description of Service	Operating Days/Hours
GoApex Door to Door 73 Hunter Street Apex, NC 27502 (919) 249-1043 (919) 212-7005 (reservations) www.apexnc.org/goapex	Provides door-to-door shared-ride ADA complementary paratransit service for trips within ¾ mile of the GoApex fixed-route service. Operated by GoWake Access.	Monday through Saturday from 6:00 a.m. to 10:00 p.m. Does not operate on designated holidays.
Provider Type	Eligibility	Fare/Cost
Public transit	Individuals with a disability that prevents them from using the fixed-route service. Must be certified by GoWake Access.	Free

GoCary (Town of Cary)		
Provider Information	Description of Service	Operating Days/Hours
GoCary P.O. Box 8005 Cary, NC 27512 (919) 485-RIDE (7433) gocary.org BetterTransit@GoCary.org	Seven local fixed routes with service throughout Cary, as well as the Apex Cary Express operating between Apex and Cary. Most local routes offer 30-minute frequency Monday through Saturday, and hourly frequency on Sunday.	Monday through Saturday from 6:00 a.m. to 10:30 p.m. Sunday from 7:00 a.m. to 9:00 p.m. Sunday schedule operated on designated holidays. Does not operate on Christmas or Thanksgiving.
Provider Type	Eligibility	Fare/Cost
Public transit	General public	Free

GoCary Door to Door (Town of Cary)		
Provider Information	Description of Service	Operating Days/Hours
GoCary Door to Door P.O. Box 8005 Cary, NC 27512 (919) 653-7141 (applications) (919) 481-2020 (reservations) gocary.org BetterTransit@GoCary.org	Provides door-to-door shared-ride service. Tier I: ADA complementary paratransit service for trips within ¾ mile of a GoCary fixed route. Tier II: Trips with an origin or destination outside of the ¾ mile boundary but within Cary town limits, Tier III: Trips that originate within Cary but have a destination in another community. Tier II and III trips made on a space-available basis.	Tier I and II: Monday through Saturday from 6:00 a.m. to 10:00 p.m. Sunday from 7:00 a.m. to 9:00 p.m. with last pick-up 30 mins prior. Tier III: Monday through Saturday from 6:00 a.m. to 10:00 p.m. Sunday from 7:00 a.m. to 9:00 p.m. with last pick-up 1.5 hrs prior. Tier I only operated on designated holidays. Does not operate on Christmas or Thanksgiving.
Provider Type	Eligibility	Fare/Cost
Public transit	Individuals with a disability that prevents them from using the fixed-route service and Town of Cary residents age 60 and older.	Tier I: Free Tier II: \$4.00 each way Tier III: \$6.00 - \$9.00 each way, depending on destination Personal care attendants (PCAs) ride free

GoDurham (City of Durham)		
Provider Information	Description of Service	Operating Days/Hours
GoDurham 1903 Fay Street Durham, NC 27704 (919) 485-RIDE (7433) godurhamtransit.org	18 local fixed routes with service throughout the greater Durham area, with limited service within Wake County. Most local routes offer 30- to 60-minute frequency Monday through Sunday.	Monday through Saturday from 5:30 a.m. to 12:30 a.m. Sunday from 6:30 a.m. to 9:30 p.m. Sunday schedule operated on designated holidays.
Provider Type	Eligibility	Fare/Cost
Public transit	General public	Free

GoDurham Access (City of Durham)		
Provider Information	Description of Service	Operating Days/Hours
GoDurham Access 1911 Fay Street Durham, NC 27704 (919) 560-1551 godurhamtransit.org	Provides curb-to-curb shared-ride ADA complementary paratransit service for trips within ¾ mile of the GoDurham fixed-route service. Given Route 2 serves the Brier Creek area, GoDurham Access also serves a small portion of Wake County.	Monday through Saturday from 5:30 a.m. to 12:30 a.m. Sunday from 6:30 a.m. to 9:30 p.m. Access service availability depends on service hours for individual routes, which vary.
Provider Type	Eligibility	Fare/Cost
Public transit	Members of the general public who are age 60 or older or have a	Cash fare \$2.00 per trip

	disability that prevents them from using the fixed-route service	
GoRaleigh (City of Raleigh)		
Provider Information	Description of Service	Operating Days/Hours
GoRaleigh P.O. Box 590 Raleigh, NC 27602 (919) 485-RIDE (7433) goraleigh.org goraleigh@raleighnc.gov	36 fixed routes with service throughout the greater Raleigh area, including 4 express routes. Most routes offer peak service with 15- to 30-minute frequency and 30- to 60-minute off-peak frequency Monday through Friday. Saturday and Sunday service typically operates every 30 to 60 minutes.	Monday through Friday from 4:30 a.m. to 12:00 a.m. Saturday from 5:30 a.m. to 12:00 a.m. Sunday from 5:30 a.m. to 11:00 p.m. Sunday schedule operated on designated holidays. Does not operate on Christmas or Thanksgiving.
Provider Type	Eligibility	Fare/Cost
Public transit	General public	Base one-way fare: \$1.25 Reduced one-way fare: \$0.60 Seniors 65+: Free Children 12 and under: Free Multi-ride/multi-day passes available (Currently free through June 30, 2024)

GoRaleigh Access (City of Raleigh)		
Provider Information	Description of Service	Operating Days/Hours
GoRaleigh Access P.O. Box 590 Raleigh, NC 27602 (919) 996-3459 goraleigh.org goraleighaccess@raleighnc.gov	Provides curb-to-curb shared-ride ADA complementary paratransit service for trips within ¾ mile of the GoRaleigh fixed-route service.	Monday through Friday from 4:30 a.m. to 12:00 a.m. Saturday from 5:30 a.m. to 12:00 a.m. Sunday from 5:30 a.m. to 11:00 p.m. Service availability depends on service hours for individual routes. Sunday schedule operated on designated holidays. Does not operate on Christmas or Thanksgiving.
Provider Type	Eligibility	Fare/Cost
Public transit	Individuals with a disability that prevents them from using the fixed-route service.	\$2.50 per one-way trip (ticket purchase required)

GoTriangle		
Provider Information	Description of Service	Operating Days/Hours
GoTriangle 4600 Emperor Blvd, Suite 100 Durham, NC 27703 (919) 485-RIDE (7433) gotriangle.org customerservice@gotriangle.org	Operates 13 regional fixed routes and shuttles serving Wake, Durham, and Orange counties. Service typically operates every 30 to 60 minutes. Some routes offer peak-hour service only. Only 6 routes operate on Saturday and 5 on Sunday.	Monday through Friday from 5:45 a.m. to 11:00 p.m. Saturday from 6:30 a.m. to 11:00 p.m. Sunday from 6:40 a.m. to 9:15 p.m. Sunday schedule operated for core routes only designated holidays. Does not operate on Christmas or Thanksgiving.
Provider Type	Eligibility	Fare/Cost
Public transit	General public	Regional routes: Base one-way fare: \$2.25 Reduced one-way fare: \$1.00 Express routes: Base one-way fare: \$3.00 Reduced one-way fare: \$1.25 Seniors 65+: Free Children 12 and under: Free Multi-ride/multi-day passes available (Currently free through June 30, 2024)

GoTriangle Access		
Provider Information	Description of Service	Operating Days/Hours
GoTriangle Access 4600 Emperor Blvd, Suite 100 Durham, NC 27703 (919) 485-RIDE (7433) tlinx@gotriangle.org customerservice@gotriangle.org	Provides curb-to-curb shared-ride ADA complementary paratransit service for trips within ¾ mile of a GoTriangle all-day fixed-route bus service.	Monday through Friday from 5:45 a.m. to 11:00 p.m. Saturday from 6:30 a.m. to 11:00 p.m. Sunday from 6:40 a.m. to 9:15 p.m. Service availability depends on service hours for individual routes. Sunday schedule operated on designated holidays. Does not operate on Christmas or Thanksgiving.
Provider Type	Eligibility	Fare/Cost
Public transit	Individuals with a disability that prevents them from using the fixed-route service.	One-way trip: \$5.00

GoWake Access (Wake County)		
Provider Information	Description of Service	Operating Days/Hours
GoWake Access (919) 212-7005 www.wake.gov/departments-government/health-human-services/programs-assistance/gowake-access-transportation	Provides door-to-door, shared ride transportation within rural portions of Wake County or through participating programs.	Monday through Saturday from 6:00 a.m. to 6:00 p.m. Does not operate on designated holidays.
Provider Type	Eligibility	Fare/Cost
Public transit	Members of the general public who are age 60 or older, have a disability, need work-related transportation, reside in rural service zones of Wake County, or participate in a sponsored eligible service (Medicaid, Work First, etc.).	Medicaid trips: Free All other trips: \$2.00 each way within the same city, \$4.00 each way to a different town/city

GoWake SmartRide NE (Wake County)		
Provider Information	Description of Service	Operating Days/Hours
GoWake SmartRide NE (919) 212-7005 www.wake.gov/departments-government/health-human-services/programs-assistance/gowake-smartride-ne	On-demand micro-transit serving Zebulon, Wendell, Knightdale, and adjacent unincorporated areas of Wake County (Riley Hill, Hopkins, Lizard Lick, Eagle Rock). Rides can be requested using the Mobility by Ecolane app or by calling the GoWake Access call center.	Monday through Friday, 6:00 a.m. to 7:00 p.m.
Provider Type	Eligibility	Fare/Cost
Public transit	General public	Free

Greyhound Lines, Inc.		
Provider Information	Description of Service	Operating Days/Hours
Greyhound Lines, Inc. 2210 Capital Blvd. Raleigh, NC 27604 (800) 231-2222 www.greyhound.com	Commercial bus service from Raleigh to Jacksonville, FL; Norfolk, VA; Wilmington, NC; and Asheville, NC. Some trips are provided in concert with Flixbus.	Raleigh bus station open 24/7. A second bus stop is located at 3700 New Bern Ave. in Raleigh.
Provider Type	Eligibility	Fare/Cost
Intercity bus service	General public	Varies depending on destination and amenities.

Harnett Area Rural Transit System (HARTS) (Harnett County)

Provider Information	Description of Service	Operating Days/Hours
Harnett Area Rural Transit System 250 Alexander Dr. Lillington, NC 27546 (910) 814-4019 www.harnett.org/harts	Curb-to-curb demand-response service. Service is provided to both in-county and out-of-county destinations. HARTS also offers transportation to 7 dialysis centers six days a week.	Monday through Friday from 8:00 a.m. to 5:00 p.m. Out-of-county trips: Monday and Wednesday: Wake, Orange, and Durham counties Tuesday and Thursday: Cumberland, Lee, Moore, Sampson, and Chatham counties Monday, Tuesday, and Thursday: Johnston County
Provider Type	Eligibility	Fare/Cost
Public transit	General public; out-of-county trips are limited to medical trips only	In-county: \$3.00 per one-way trip Out-of-county: \$5.00 per one-way trip

Harnett Area Rural Transit System (HARTS) – Council on Aging Transportation Assistance Program (Harnett County)

Provider Information	Description of Service	Operating Days/Hours
Harnett Area Rural Transit System 250 Alexander Dr. Lillington, NC 27546 (910) 814-4019 www.harnett.org/harts	Curb-to-curb demand-response service. Service is provided to both in-county and out-of-county destinations. The Council on Aging provides funding for medical and general transportation needs.	Monday through Friday from 8:00 a.m. to 5:00 p.m. Out-of-county trips: Monday and Wednesday: Wake, Orange, and Durham counties Tuesday and Thursday: Cumberland, Lee, Moore, Sampson, and Chatham counties Monday, Tuesday, and Thursday: Johnston County
Provider Type	Eligibility	Fare/Cost
Public transit	Eligible seniors 60+; registration with the Council on Aging is required.	Subsidized by Council on Aging

Harnett Area Rural Transit System (HARTS) – Elderly Disabled Transportation Assistance Program (EDTAP) (Harnett County)

Provider Information	Description of Service	Operating Days/Hours
Harnett Area Rural Transit System 250 Alexander Dr. Lillington, NC 27546 (910) 814-4019 www.harnett.org/harts	Curb-to-curb demand-response service. Service is provided to both in-county and out-of-county destinations. EDTAP provides funding for trips for Harnett County seniors 60+ and persons with disabilities who meet certain criteria.	Monday through Friday from 8:00 a.m. to 5:00 p.m. Out-of-county trips: Monday and Wednesday: Wake, Orange, and Durham counties Tuesday and Thursday: Cumberland, Lee, Moore, Sampson, and Chatham counties Monday, Tuesday, and Thursday: Johnston County
Provider Type	Eligibility	Fare/Cost
Public transit	Eligible seniors 60+ and persons with disabilities; certification by a medical professional or social worker is required.	Subsidized by EDTAP

Johnston County Area Transit System (JCATS) (Community and Senior Services of Johnston County)

Provider Information	Description of Service	Operating Days/Hours
Johnston County Area Transit System 1050 W. Noble St. Selma, NC 27576 (919) 202-5030 www.jcats.org info@jcats.org	On-demand human services and general public transportation within Johnston County. Human services transportation is typically provided via contract.	Rural general public transportation services typically offered Monday through Friday from 6:00 a.m. to 5:00 p.m. Does not operate on designated holidays.
Provider Type	Eligibility	Fare/Cost
Public transit	Human services transportation requires certification through a contracting agency. General public transportation is open to the general public.	General public transportation: In-county: \$6.00 per one-way trip

Kerr Area Transportation Authority (KARTS)		
Provider Information	Description of Service	Operating Days/Hours
Kerr Area Transportation Authority P.O. Box 246 Henderson, NC 27536 (252) 438-2573 (800) 682-4329 www.kartsnc.com info@kartsnc.com	Demand-response service operating within Franklin, Granville, Vance, and Warren counties. Service to major medical facilities in Wake Forest, Raleigh, Durham, and Chapel Hill is also available Monday through Friday.	Monday through Saturday from 6:00 a.m. to 6:00 p.m.
Provider Type	Eligibility	Fare/Cost
Public transit	General public	In-county: from \$4.00 to \$8.00 per one-way trip depending on mileage Out-of-county: from \$20 to \$25 per round trip depending on origin and destination

Morrisville Smart Shuttle (Town of Morrisville)		
Provider Information	Description of Service	Operating Days/Hours
Morrisville Smart Shuttle 100 Town Hall Dr. Morrisville, NC 27560 (919) 463-6200 www.morrisvillenc.gov/our-community/morrisville-smart-shuttle smartshuttle@townofmorrisville.org	On-demand micro-transit serves 16 nodes within the town of Morrisville, although it does not operate on a fixed alignment. Rides can be requested using the Smart Shuttle app. Operated by GoCary.	Monday through Friday from 7:00 a.m. to 9:00 p.m. Saturday from 8:00 a.m. to 8:00 p.m. Sunday from 8:00 a.m. to 7:00 p.m. Sunday schedule operated on designated holidays. Does not operate on Christmas or Thanksgiving.
Provider Type	Eligibility	Fare/Cost
Public transit	General public	Free

Wolfline (North Carolina State University)		
Provider Information	Description of Service	Operating Days/Hours
Wolfline NC State Transportation 2721 Sullivan Dr, Admin. Bldg 1 Campus Box 7221 Raleigh, NC 27695 (919) 515-WOLF transportation.ncsu.edu/wolfline trnwolfline@ncsu.edu	Operates 10 fixed routes serving NCSU's main campus, Centennial Campus, Centennial Biomedical Campus, and surrounding areas. Wolfline also provides Red Terror bus service for NCSU sporting events. Buses begin running 2 to 3 hours before the game through 90 minutes after the game ends.	Monday through Friday from approximately 7:00 a.m. to 1:00 a.m. Weekend service is provided from 8:30 a.m. to 1:00 a.m. on three routes when classes are in session on both the Friday before and Monday after the weekend. Limited service is provided when classes on not in session.
Provider Type	Eligibility	Fare/Cost
Public transit	General public	Free

Non-Profit Transportation Services/Programs

American Cancer Society – Road to Recovery Program		
Provider Information	Description of Service	Operating Days/Hours
American Cancer Society – Road to Recovery Program (800) 227-2345	Volunteer-provided free rides to cancer treatments for cancer patients.	Varies by need
Provider Type	Eligibility	Fare/Cost
Non-profit; volunteer	Cancer patients traveling to a cancer-related medical appointment	Free

The Center for Volunteer Caregiving		
Provider Information	Description of Service	Operating Days/Hours
The Center for Volunteer Caregiving 1150 SE Maynard Rd., Suite 210 Cary, NC 27511 (919) 460-0567 volunteercaregiving.org/programs caregiving@ctrvolcare.org	Volunteer drivers provide escorted roundtrip rides to medical and healthcare appointments, grocery store, pharmacy, and bank. Rides must be requested 7 days in advance and are limited to one per week.	Varies by need
Provider Type	Eligibility	Fare/Cost
Non-profit; volunteer	Residents of Wake County who are living independently at home and either age 60+ with economic or social needs or age 18-59 with a disability. Must be ambulatory to receive transportation assistance.	Donation-based (though services are provided regardless of whether a donation is made)

Heritage Baptist Church – Bus Ministry		
Provider Information	Description of Service	Operating Days/Hours
Heritage Baptist Church 615 Todd Mack Rd. Zebulon, NC 27597 (919) 269-6504 hbc-nc.org	Provides transportation to church services and/or programs.	Unknown
Provider Type	Eligibility	Fare/Cost
Non-profit; faith-based	Worship/program attendees in need of transportation assistance	Unknown

Jewish Family Services – JFSGo Voucher Program		
Provider Information	Description of Service	Operating Days/Hours
Jewish Family Services JFSGo 8210 Creedmoor Rd., Suite 104 Raleigh, NC 27613 (919) 676-2295 www.raleighcaryjfs.org/jfsgo JFSGo@shalomraleigh.org	Subsidized Uber, Lyft, and/or Uber Health transportation for qualified Jewish older adults in Wake County through a partnership with On The Go. Eligible trip purposes include medical appointments, grocery store/pharmacy, and Jewish community activities within a 25-mile radius.	Monday through Friday from 7:00 a.m. to 7:00 p.m. Saturday and Sunday from 9:00 a.m. to 2:00 p.m.
Provider Type	Eligibility	Fare/Cost
Non-profit; faith-based	Adults affiliated with the Jewish community who are age 60+ and unable to drive	\$10 per voucher, purchased in quantities of eight, up to 24 per month. Each voucher is good for a one-way trip.

Oberlin Baptist Church – Transportation Ministry		
Provider Information	Description of Service	Operating Days/Hours
Oberlin Baptist Church 806 Oberlin Rd. Raleigh, NC 27605 (919) 832-1353 oberlinbaptistchurchraleigh.org	Provides transportation to church services and/or programs.	Unknown
Provider Type	Eligibility	Fare/Cost
Non-profit; faith-based	Worship/program attendees in need of transportation assistance	Unknown

True Care Solutions, Inc.		
Provider Information	Description of Service	Operating Days/Hours
True Care Solutions, Inc. P.O. Box 100 Knightdale, NC 27545 (919) 585-1491 www.truecaresolutions.org info@truecaresolutions.org	Non-emergency medical transportation support services for seniors and persons with disabilities.	Unknown
Provider Type	Eligibility	Fare/Cost
NEMT	Unknown	Unknown

Watts Chapel Missionary Baptist Church – Sunday Service Transportation		
Provider Information	Description of Service	Operating Days/Hours
Watts Chapel Missionary Baptist Church 3703 Tryon Rd. Raleigh, NC 27606 (919) 828-7348 wattschapel.org wcmmbc@wattschapel.org transportation@wattschapel.org	Transportation to Sunday services for riders within a 5-mile radius of the church.	Sunday.
Provider Type	Eligibility	Fare/Cost
Non-profit; faith-based	Worship attendees in need of transportation assistance	Unknown

Non-Emergency Medical Transportation Services (NEMT)

Cardinal Medical Transportation		
Provider Information	Description of Service	Operating Days/Hours
Cardinal Medical Transportation 1780 Pierre Pl. Apex, NC 27502 (800) 788-3446 www.cardinalnemt.com info@cardinalnemt.com	Wheelchair and ambulatory transportation services to medical appointments, dialysis, and personal errands. Wheelchair-accessible vehicles available. Service area includes Raleigh, Durham, Chapel Hill, and surrounding counties.	Unknown
Provider Type	Eligibility	Fare/Cost
NEMT; private/for-profit	Anyone in need of NEMT transportation	Rates vary depending on destination, level of service, travel time, etc.

Kingdom Transportation		
Provider Information	Description of Service	Operating Days/Hours
Kingdom Transportation, Inc. 1125 Corporation Pkwy, Unit 131 Raleigh, NC 27610 (919) 231-0707 www.kingdomtransportation.com	Wheelchair, ambulatory, and non-ambulatory (stretcher) transportation services to medical appointments, dialysis, and personal errands. Wheelchair-accessible vehicles available. Service area includes Wake County and surrounding areas.	Monday through Friday, 6:00 a.m. to 5:00 p.m. After hours service available on request.
Provider Type	Eligibility	Fare/Cost
NEMT; private/for-profit	Anyone in need of NEMT transportation	Rates vary depending on miles traveled and level of service.

Mobility Dash, LLC		
Provider Information	Description of Service	Operating Days/Hours
Mobility Dash, LLC 7424 Chapel Hill Rd., Suite 104 Raleigh, NC 27607 (919) 205-3115 mobilitydash.com contact@mobilitydash.com	Wheelchair and ambulatory transportation services to medical appointments, dialysis, and facility transfers within the greater Raleigh area. Wheelchair-accessible vehicles available.	Unknown
Provider Type	Eligibility	Fare/Cost
NEMT; private/for-profit	Anyone in need of NEMT transportation	Unknown

MyRide Wake Forest		
Provider Information	Description of Service	Operating Days/Hours
MyRide Wake Forest P.O. Box 827 Wake Forest, NC 27588 (919) 805-8027 www.myridewakeforest.com MyRide.WakeForest@gmail.com	Wheelchair and ambulatory transportation services to medical appointments, dialysis, and facility transfers in Wake Forest and the surrounding area. Wheelchair-accessible vehicles available.	Available 24/7
Provider Type	Eligibility	Fare/Cost
NEMT; private/for-profit	Anyone in need of NEMT transportation	Rates vary depending on distance traveled and service provided. Insurance not accepted.

North State Medical Transport		
Provider Information	Description of Service	Operating Days/Hours
North State Medical Transport 1240 Corporation Pkwy. Raleigh, NC (877) 261-8911 nsmt.biz questions@nsmt.biz	Services include ambulance transportation (advanced life support) and stretcher transport. Service area includes Franklin, Johnston, and Wake counties.	Available 24/7
Provider Type	Eligibility	Fare/Cost
NEMT; private/for-profit	Anyone in need of NEMT transportation	Unknown

Priority Care Ambulance		
Provider Information	Description of Service	Operating Days/Hours
Priority Care Ambulance 5116 Bur Oak Circle, Suite 100 Raleigh, NC 27612 (800) 320-4799 prioritycareamb.com contact@prioritycareamb.com	Provides transportation for medical appointments, dialysis, and facility transfers in Wake, Johnston, and Orange counties. Wheelchair-accessible vehicles available.	7 days a week
Provider Type	Eligibility	Fare/Cost
NEMT; private/for-profit	Anyone in need of NEMT transportation	Unknown. Insurance may be accepted.

Ride Choice LLC		
Provider Information	Description of Service	Operating Days/Hours
Ride Choice LLC 1140 Kildaire Farm Rd., Suite 107 Cary, NC 27511 (919) 377-0190 www.ridechoicellc.com	Ambulatory transportation services to medical appointments, dialysis, and general transportation within the greater Raleigh-Durham area.	Monday through Friday from 6:00 a.m. to 6:00 p.m. After hours and weekends available on request.
Provider Type	Eligibility	Fare/Cost
NEMT	Anyone in need of NEMT transportation	Unknown

Wisdom Care Transportation		
Provider Information	Description of Service	Operating Days/Hours
Wisdom Care Transportation 10700 World Trade Blvd, Suite 114 Raleigh, NC 27617 (919) 825-0902 wisdomcaretrans.com info@wisdomcaretrans.com	Wheelchair, ambulatory, and stretcher transportation services to medical appointments, dialysis, chemotherapy, airport, and adult day care. Wheelchair-accessible vehicles available. Service area includes Raleigh, Durham, and Chapel Hill.	Available 24/7
Provider Type	Eligibility	Fare/Cost
NEMT; private/for-profit	Anyone in need of NEMT transportation	Unknown

Other Transportation Services

Chatham County Schools – Transportation		
Provider Information	Description of Service	Operating Days/Hours
Chatham County Schools Transportation Department P.O. Box 128 166 County Services Rd. Pittsboro, NC 27312 (919) 542-2715 www.chatham.k12.nc.us	Student transportation for Chatham County Schools.	When Chatham County Schools are in session.
Provider Type	Eligibility	Fare/Cost
School district	Students enrolled in Chatham County Schools who meet general busing requirements or are eligible due to special needs.	Free

Franklin County Schools – Transportation		
Provider Information	Description of Service	Operating Days/Hours
Franklin County Schools Transportation Department 53 West River Rd. Louisburg, NC 27549 (919) 496-2600 www.fcschools.net	Student transportation for Franklin County Schools.	When Franklin County Schools are in session.
Provider Type	Eligibility	Fare/Cost
School district	Students enrolled in Franklin County Schools who meet general busing requirements or are eligible due to special needs.	Free

Granville County Public Schools – Transportation		
Provider Information	Description of Service	Operating Days/Hours
Granville County Public Schools Transportation Department 104 Hicks Mill Rd. Oxford, NC 27565 (919) 693-6412 www.gcs.k12.nc.us	Student transportation for Granville County Public Schools.	When Granville County Public Schools are in session.
Provider Type	Eligibility	Fare/Cost
School district	Students enrolled in Granville County Public Schools who meet general busing requirements or are eligible due to special needs.	Free

Harnett County Schools – Transportation		
Provider Information	Description of Service	Operating Days/Hours
Harnett County Schools Transportation Department 601 South Main St. Lillington, NC 27546 (910) 893-8151 www.harnett.k12.nc.us	Student transportation for Harnett County Schools.	When Harnett County Schools are in session.
Provider Type	Eligibility	Fare/Cost
School district	Students enrolled in Harnett County Schools who meet general busing requirements or are eligible due to special needs.	Free

Johnston County Schools – Transportation		
Provider Information	Description of Service	Operating Days/Hours
Johnston County Public Schools Transportation Services 2320 US 70 Business Hwy East Smithfield, NC 27577 (919) 934-6031 www.johnston.k12.nc.us	Student transportation for Johnston County Public Schools.	When Johnston County Public Schools are in session.
Provider Type	Eligibility	Fare/Cost
School district	Students enrolled in Johnston County Public Schools who meet general busing requirements or are eligible due to special needs.	Free

Meals on Wheels of Wake County		
Provider Information	Description of Service	Operating Days/Hours
Meals on Wheels of Wake County 1001 Blair Dr., Suite 100 Raleigh, NC 27603 (919) 833-1749 www.wakemow.org	Food delivery to homebound Wake County residents (primarily seniors age 60+) and operation of Friendship Café congregate nutrition sites.	Friendship Cafes: Monday through Friday, 9:30 am – 12 pm
Provider Type	Eligibility	Fare/Cost
Nutrition	Age 60+, living in Wake County; other factors may include being homebound, unable to prepare meals independently, recent hospital stay, or living alone.	\$4.75 per meal for self-pay program; no charge for other eligible participants

Wake County Public School System – Transportation		
Provider Information	Description of Service	Operating Days/Hours
Wake County Public School System Transportation Department 5625 Dillard Dr. Cary, NC 27518 (919) 694-8898 www.wcpss.net/transportation	Student transportation for Wake County Public Schools.	When Wake County Public Schools are in session.
Provider Type	Eligibility	Fare/Cost
School district	Students enrolled in Wake County Public Schools who meet general busing requirements or are eligible due to special needs.	Free

WakeMed Key Community Care – Ride Health Program		
Provider Information	Description of Service	Operating Days/Hours
WakeMed Key Community Care P.O. Box 14729 Raleigh, NC 27620 wkcc@wakemedkeycc.org	Temporary non-emergency medical transportation to medical or social service-related agencies in Wake County.	Unknown
Provider Type	Eligibility	Fare/Cost
Healthcare provider	WakeMed Key Community Care patients referred through case managers	Free

Other Mobility Services

GoTriangle Rideshare		
Provider Information	Description of Service	Operating Days/Hours
GoTriangle Rideshare 4600 Emperor Blvd, Suite 100 Durham, NC 27703 (919) 485-RIDE (7433) gotriangle.org/rideshare	Employer-based program providing support for commuters using alternative transportation, including individualized assistance and Emergency Ride Home programs.	Website available 24/7.
Provider Type	Eligibility	Fare/Cost
Commuter services	General public	Free

Share the Ride NC		
Provider Information	Description of Service	Operating Days/Hours
Share the Ride NC www.sharetheridenc.org	Statewide website created to help form carpools and vanpools.	Available 24/7
Provider Type	Eligibility	Fare/Cost
Commuter services	General public	Free

Triangle Transportation Choices (Central Pines Regional Council)		
Provider Information	Description of Service	Operating Days/Hours
Triangle Transportation Choices Central Pines Regional Council 4307 Emperor Blvd., Suite 110 Durham, NC 27703 (919) 549-0551 www.centralpinesnc.gov	Promotes alternative transportation in parts or all of seven counties in the Triangle region of central North Carolina: Wake, Durham, Orange, Chatham, Franklin, Johnston, and Granville. Provides funding for partner programs and services.	Website available 24/7
Provider Type	Eligibility	Fare/Cost
Commuter services	General public	Free

Wheels 4 Hope		
Provider Information	Description of Service	Operating Days/Hours
Wheels 4 Hope 411 E. Durham Rd. Cary, NC 27511 (919) 832-1941 wheels4hope.org	Accepts donations of used vehicles to provide safe and reliable vehicles to people in need.	Unknown
Provider Type	Eligibility	Fare/Cost
Mobility support	Recipients are selected via referrals from participating agencies.	Recipients pay \$500 per car plus insurance, title, and transfer fees.

Taxi and Rideshare Companies

This section includes both taxicab operators and ride-hailing services such as Uber and Lyft. While many provide services throughout the CAMPO region, some may offer a more limited service area.

Some operators are noted as being wheelchair accessible; this capability should be verified directly with the operator before relying on them to provide a wheelchair trip.

Name	Phone/website	Notes
AAA Taxi and Transportation	(919) 633-9969	Wheelchair accessible
AABA Taxi & Transportation	(919) 272-7875	
AA & D Transportation	(919) 877-9599	Handicapped and special needs transportation
AAction Taxi Cab	(919) 924-6908; aactiontaxicab.com	
Aazah Taxi Service Co.	(919) 741-2004; aazahtaxi.com	
Able Taxi	(919) 390-9772	
A Cab Co	(919) 833-8998	
Alex Taxi	(919) 523-0209	
American Cab Co.	(919) 850-9195	
American Express Cab	(919) 641-7534	Wheelchair accessible
Amigo Cab Co.	(919) 444-4434; www.amigocabco.com	
A Plus Taxi Cab	(919) 802-2209; aplustaxi.net	
Apolo Taxi	(919) 332-7947	
A-Round Wheelchair Transportation	(919) 233-4478	Wheelchair accessible
Chavis Transportation	(919) 441-8451	Wheelchair accessible
Circle Taxi	(919) 954-8375	
Deluxe Cab Co.	(919) 520-4693	Wheelchair accessible
Excel Taxi	(919) 831-9011	
Fuquay Transportation	(919) 421-1000; fuquaycars.com	
G&J Transportation	(919) 235-0997	
GoGo Grandparent	(855) 464-6872; gogograndparent.com	Rides provided through Uber and Lyft
Hossana Taxi	(919) 395-2613	
Leisure Taxi	(919) 625-4623	Wheelchair accessible
Lyft	www.lyft.com	Ride-hailing service



Name	Phone/website	Notes
Minute Transportation	(919) 345-6864	
Merit Taxi and Wheelchair	(919) 832-9959	Wheelchair accessible
Oak City Taxi	(919) 534-6964	Wheelchair accessible
One Way Transportation	(919) 426-0057	
Platinum Care Transportation	(919) 771-2926	
Raleigh Skyline Transportation	(919) 669-0807; knightdaletaxi.com	
Raleigh Taxi Service	(984) 204-7700; raleightaxis.com	Wheelchair accessible
RDC Taxi	(919) 452-7176; www.rdctaxi.com	
RDU Airport Taxi	(919) 544-0044; rdairporttaxicab.com	
RDU Airport Taxi Service	(919) 214-0475; rdu---taxi.com	
RDU Taxi	(984) 263-4222; rdutaxi.com	
RDU Taxi Cab Service	(919) 741-2004; rdutaxicabservice.com	
RDU Yellow Cab	(919) 500-0678; rduyellowcab.com	
Rendezvous Taxi	(919) 889-8483	
Reliable Taxi Cab	(919) 802-2209	
Ride RDU Taxi Service	(919) 358-6887; riderdutaxi.com	
Taxi 909	(855) 909-8294; taxi909.com	
Taxi Fiesta	(919) 524-8105	
Triangle Express II	(919) 798-3928; triangleexpressii.com	Wheelchair accessible
Triangle Yellow	(919) 832-5811	
Taxi Poly	(919) 538-1750	
Taxi-Taxi	(919) 333-3333; www.taxitaxiofraleigh.com	
Uber	www.uber.com	Ride-hailing service
Universal Cab Co.	(919) 832-3633	Wheelchair accessible
Wild Horse Taxi Service	(919) 858-8888	
Yellow Cab Cary RDU Taxi	(919) 756-1178; yellowcabcaryrdutaxi.com	
Yellow Diamond Raleigh Durham Taxi Cab Service	(919) 729-5040; yellowdiamondrdutaxi.com	
Zara Taxi	(919) 931-0860	

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Appendix B | Transit Service Supplemental Information

Chatham Transit Network (Chatham County)

Exhibit B.1 Chatham Transit Network performance data

Fixed-route	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	4,047	3,758	2,441	303	509
Vehicle Service Miles	130,757	136,011	84,479	5,654	11,621
Ridership	15,071	16,561	11,655	243	881
Operating Cost	\$68,251	\$133,268	\$108,140	\$6,438	\$10,618
Fare revenue	\$2,310	\$2,316	\$942	\$729	\$1,934
Cost/Vehicle Service Hour	\$16.86	\$35.46	\$44.30	\$21.25	\$20.86
Passengers/Vehicle Service Hour	3.72	4.41	4.77	0.80	1.73
Passengers/Vehicle Service Mile	0.12	0.12	0.14	0.04	0.08
Cost/Passenger	\$4.53	\$8.05	\$9.28	\$26.49	\$12.05
Farebox recovery ratio	3.38%	1.74%	0.87%	11.32%	18.21%
Average fare/passenger	\$0.15	\$0.14	\$0.08	\$3.00	\$2.20

Demand-response	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	4,047	3,758	2,441	303	509
Vehicle Service Miles	130,757	136,011	84,479	5,654	11,621
Ridership	15,071	16,561	11,655	243	881
Operating Cost	\$68,251	\$133,268	\$108,140	\$6,438	\$10,618
Fare revenue	\$2,310	\$2,316	\$942	\$729	\$1,934
Cost/Vehicle Service Hour	\$31.68	\$30.70	\$35.33	\$42.68	\$41.85
Passengers/Vehicle Service Hour	1.72	1.82	1.45	1.33	1.39
Passengers/Vehicle Service Mile	0.08	0.09	0.07	0.07	0.06
Cost/Passenger	\$18.37	\$16.87	\$24.30	\$32.13	\$30.13
Farebox recovery ratio	4.64%	5.12%	6.10%	4.59%	4.75%
Average fare/passenger	\$0.85	\$0.86	\$1.48	\$1.48	\$1.43

GoApex, GoApex Door to Door (Town of Apex)

Exhibit B.2 GoApex Route 1 and Door to Door system map

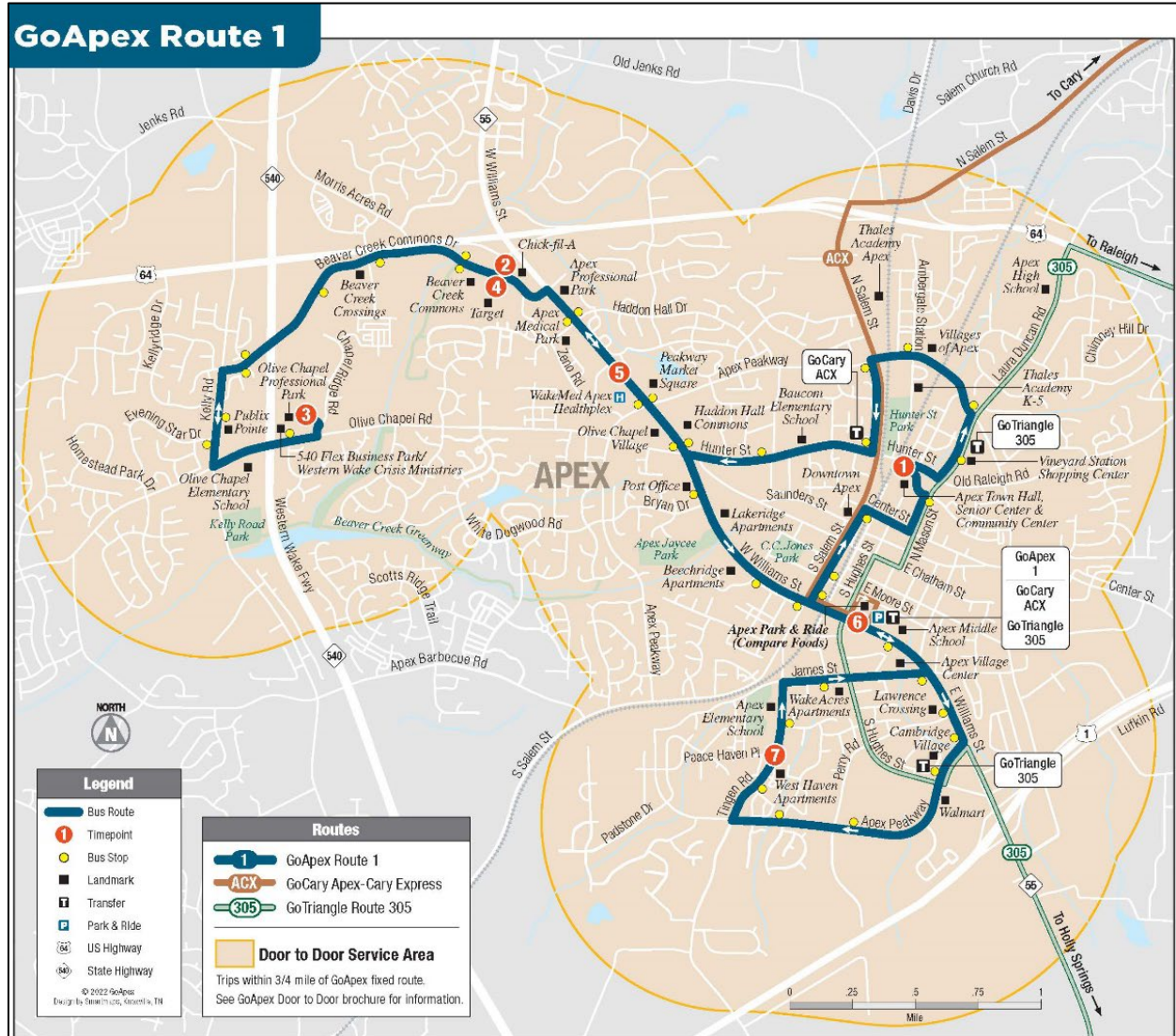


Exhibit B.3 GoCary fixed-route and Door to Door system map

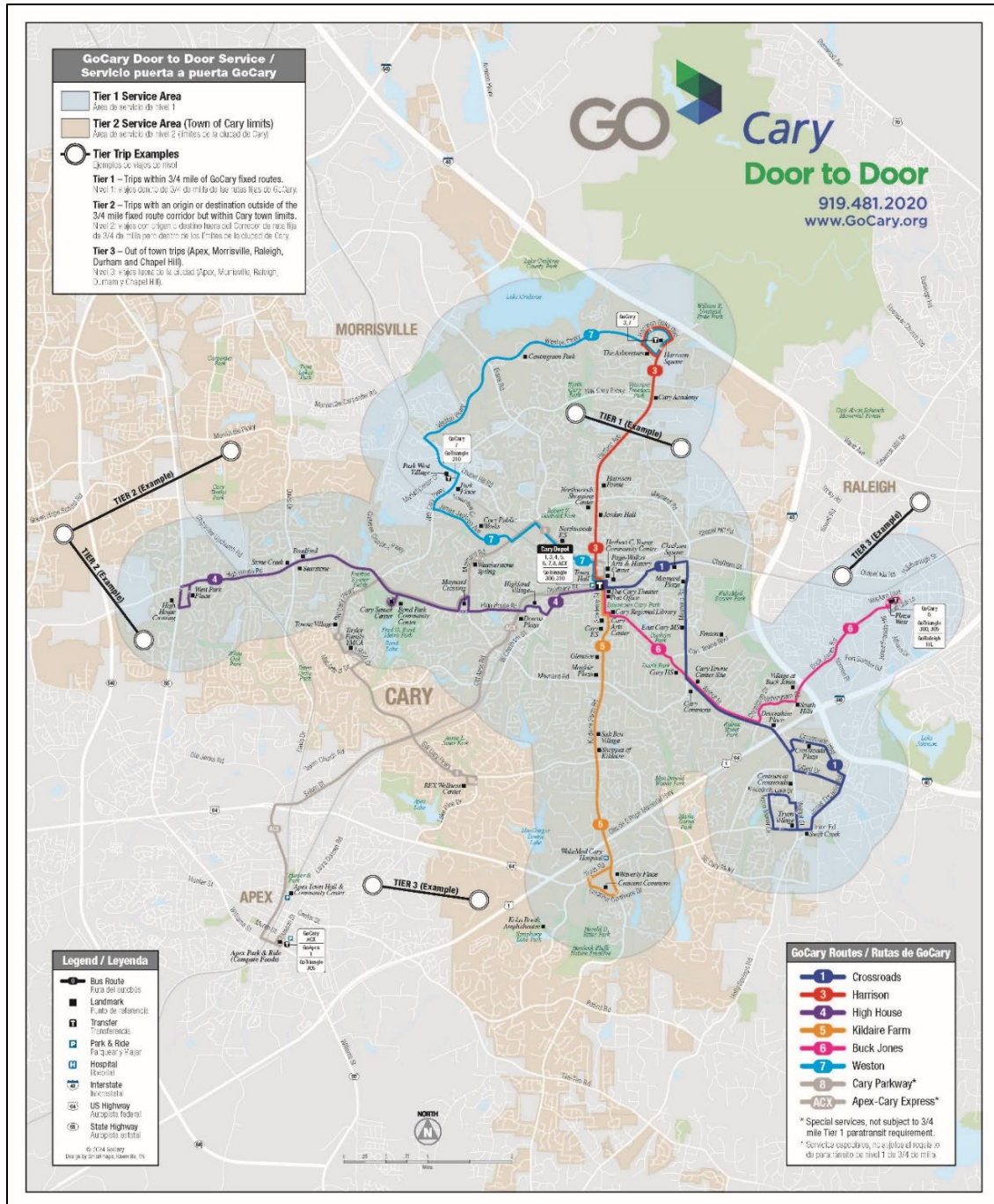


Exhibit B.4 GoCary performance data

Fixed-route	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	39,494	40,080	38,064	43,748	47,568
Vehicle Service Miles	612,364	621,022	590,672	619,801	627,703
Ridership	209,563	225,261	204,866	188,403	248,381
Operating Cost	\$2,254,739	\$3,055,951	\$3,466,700	\$3,932,801	\$5,234,703
Fare revenue	\$154,406	\$163,352	\$97,881	\$0	\$0
Cost/Vehicle Service Hour	\$57.09	\$76.25	\$91.08	\$89.90	\$110.05
Passengers/Vehicle Service Hour	5.31	5.62	5.38	4.31	5.22
Passengers/Vehicle Service Mile	0.34	0.36	0.35	0.30	0.40
Cost/Passenger	\$10.76	\$13.57	\$16.92	\$20.87	\$21.08
Farebox recovery ratio	6.85%	5.35%	2.82%	0.00%	0.00%
Average fare/passenger	\$0.74	\$0.73	\$0.48	\$0.00	\$0.00

Demand-response	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	29,914	32,897	28,441	18,736	22,140
Vehicle Service Miles	440,343	534,641	429,261	252,277	337,302
Ridership	43,061	43,316	35,591	20,256	31,418
Operating Cost	\$2,003,200	\$2,900,196	\$2,997,290	\$2,587,541	\$2,820,107
Fare revenue	\$178,268	\$183,463	\$131,020	\$46,283	\$78,328
Cost/Vehicle Service Hour	\$66.97	\$88.16	\$105.39	\$138.11	\$127.38
Passengers/Vehicle Service Hour	1.44	1.32	1.25	1.08	1.42
Passengers/Vehicle Service Mile	0.10	0.08	0.08	0.08	0.09
Cost/Passenger	\$46.52	\$66.95	\$84.21	\$127.74	\$89.76
Farebox recovery ratio	8.90%	6.33%	4.37%	1.79%	2.78%
Average fare/passenger	\$4.14	\$4.24	\$3.68	\$2.28	\$2.49

GoDurham, GoDurham Access (City of Durham)

Exhibit B.5 GoDurham system map

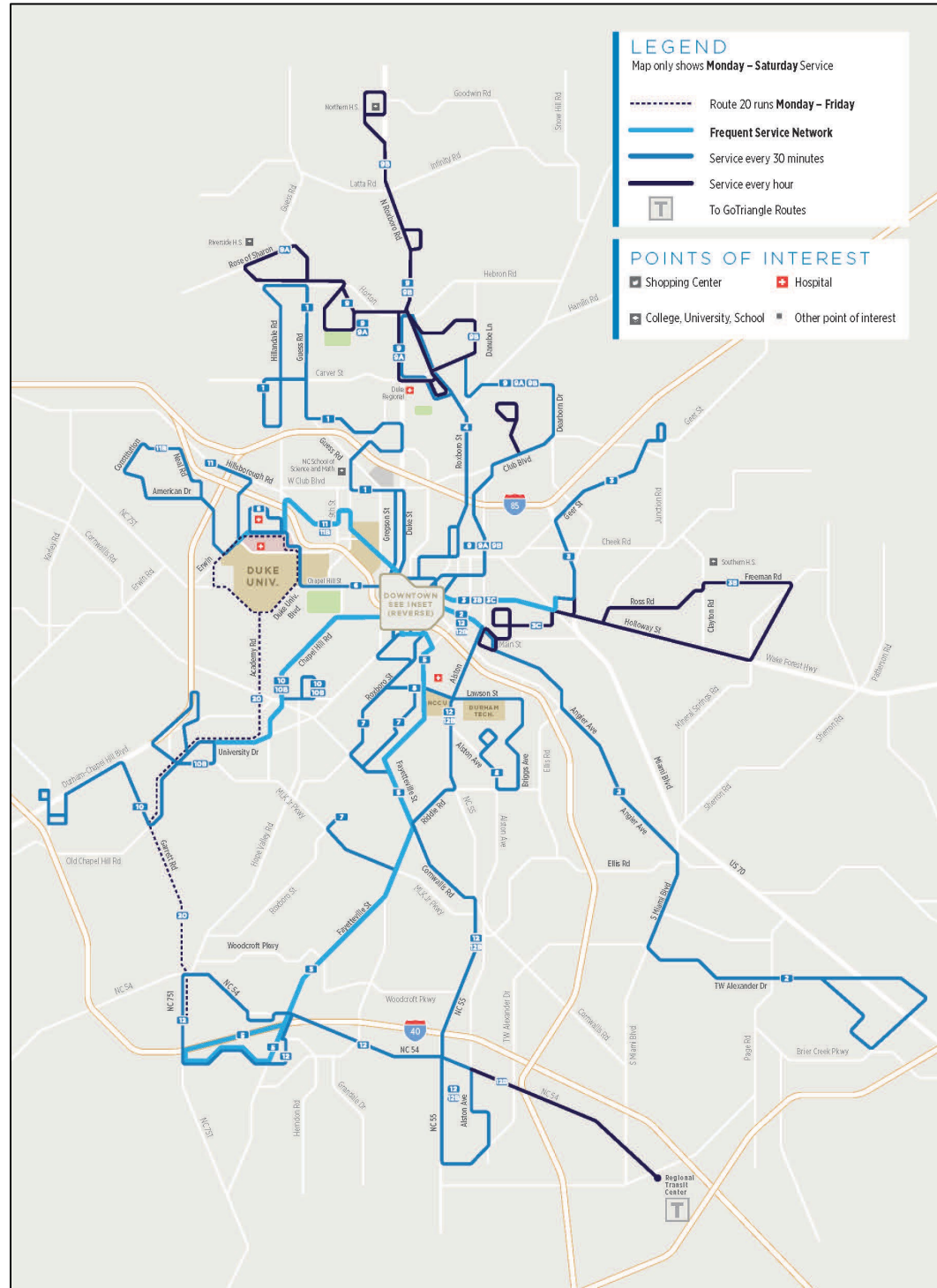


Exhibit B.6 GoDurham performance data

Fixed-route	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	200,776	199,934	190,595	212,259	175,007
Vehicle Service Miles	2,701,352	2,699,159	2,550,378	2,809,286	2,313,822
Ridership	6,715,030	6,562,498	5,602,299	4,403,671	4,744,135
Operating Cost	\$19,908,332	\$20,969,377	\$23,291,133	\$24,756,578	\$24,978,493
Fare revenue	\$2,453,370	\$2,260,327	\$1,714,704	\$0	\$0
Cost/Vehicle Service Hour	\$99.16	\$104.88	\$122.20	\$116.63	\$142.73
Passengers/Vehicle Service Hour	33.45	32.82	29.39	20.75	27.11
Passengers/Vehicle Service Mile	2.49	2.43	2.20	1.57	2.05
Cost/Passenger	\$2.96	\$3.20	\$4.16	\$5.62	\$5.27
Farebox recovery ratio	12.32%	10.78%	7.36%	0.00%	0.00%
Average fare/passenger	\$0.37	\$0.34	\$0.31	\$0.00	\$0.00

Demand-response	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	104,987	95,332	86,623	58,115	49,548
Vehicle Service Miles	1,734,713	1,587,997	1,390,915	918,398	841,322
Ridership	220,270	202,538	174,862	115,328	118,194
Operating Cost	\$5,589,019	\$5,886,895	\$5,134,304	\$5,979,301	\$5,188,810
Fare revenue	\$183,383	\$184,752	\$133,281	\$0	\$0
Cost/Vehicle Service Hour	\$53.24	\$61.75	\$59.27	\$102.89	\$104.72
Passengers/Vehicle Service Hour	2.10	2.12	2.02	1.98	2.39
Passengers/Vehicle Service Mile	0.13	0.13	0.13	0.13	0.14
Cost/Passenger	\$25.37	\$29.07	\$29.36	\$51.85	\$43.90
Farebox recovery ratio	3.28%	3.14%	2.60%	0.00%	0.00%
Average fare/passenger	\$0.83	\$0.91	\$0.76	\$0.00	\$0.00

GoRaleigh, GoRaleigh Access (City of Raleigh)

Exhibit B.7 GoRaleigh fixed-route system map

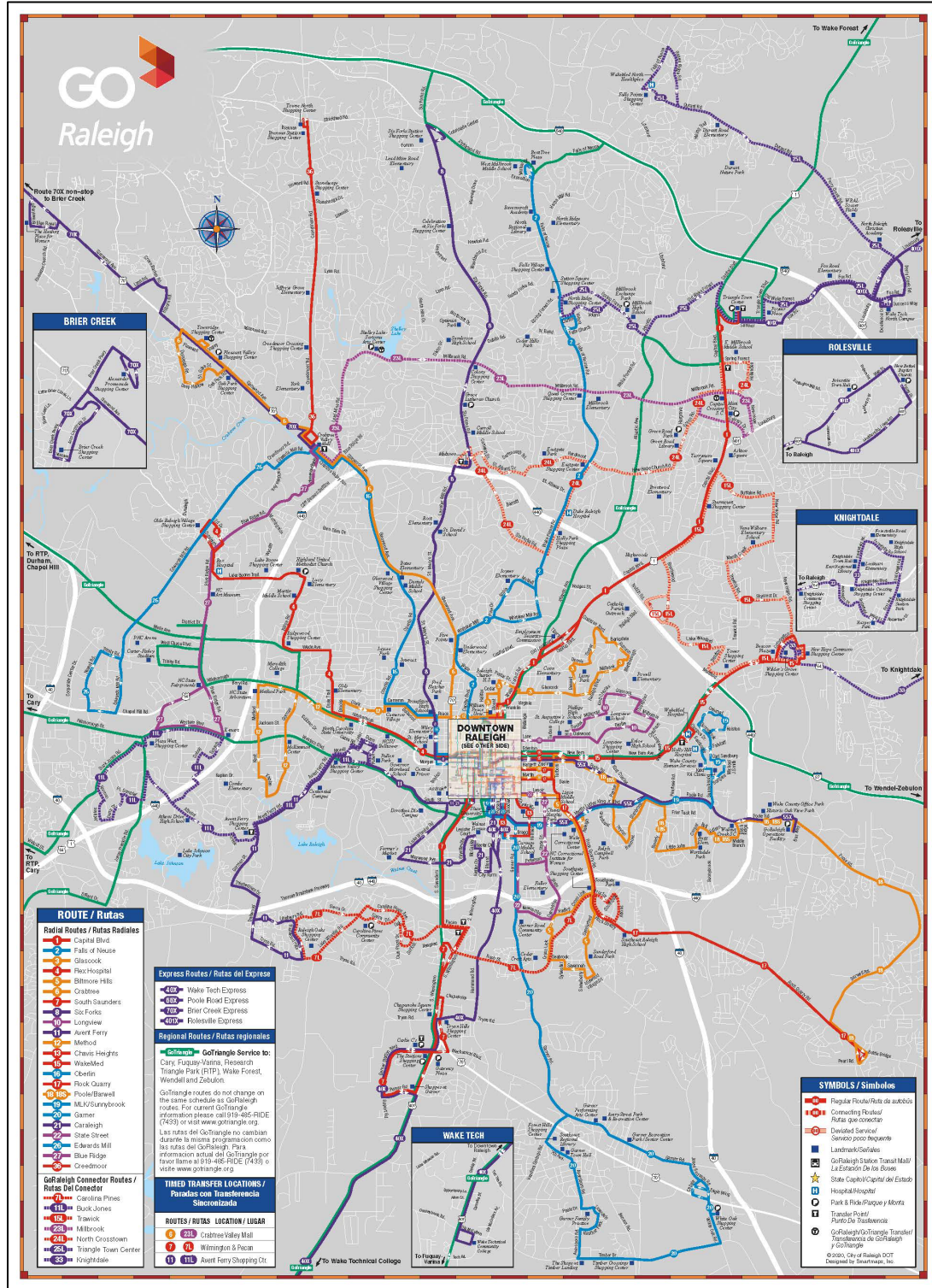


Exhibit B.8 GoRaleigh performance data

Fixed-route	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	251,758	275,452	299,907	316,950	311,235
Vehicle Service Miles	3,209,049	3,425,812	3,746,518	3,983,500	3,921,446
Ridership	5,049,379	5,271,428	4,779,027	3,412,723	4,022,098
Operating Cost	\$27,305,628	\$35,597,102	\$30,025,552	\$31,408,363	\$35,514,301
Fare revenue	\$2,785,224	\$2,916,518	\$2,447,730	\$39,589	\$125
Cost/Vehicle Service Hour	\$108.46	\$129.23	\$100.12	\$99.10	\$114.11
Passengers/Vehicle Service Hour	20.06	19.14	15.94	10.77	12.92
Passengers/Vehicle Service Mile	1.57	1.54	1.28	0.86	1.03
Cost/Passenger	\$5.41	\$6.75	\$6.28	\$9.20	\$8.83
Farebox recovery ratio	10.20%	8.19%	8.15%	0.13%	0.00%
Average fare/passenger	\$0.55	\$0.55	\$0.51	\$0.01	\$0.00

Demand-response	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	269,278.00	263,883.00	229,223.00	244,544.00	270,702.00
Vehicle Service Miles	2,928,847.00	3,168,714.00	2,760,986.00	2,883,002.00	3,552,361.00
Ridership	503,266	493,467	413,871	469,809	595,982
Operating Cost	\$5,456,702	\$5,867,748	\$7,719,865	\$8,455,719	\$10,573,549
Fare revenue	\$848,426	\$902,597	\$686,960	\$349	\$50,596
Cost/Vehicle Service Hour	\$20.26	\$22.24	\$33.68	\$34.58	\$39.06
Passengers/Vehicle Service Hour	1.87	1.87	1.81	1.92	2.20
Passengers/Vehicle Service Mile	0.17	0.16	0.15	0.16	0.17
Cost/Passenger	\$10.84	\$11.89	\$18.65	\$18.00	\$17.74
Farebox recovery ratio	15.55%	15.38%	8.90%	0.00%	0.48%
Average fare/passenger	\$1.69	\$1.83	\$1.66	\$0.00	\$0.08

GoTriangle, GoTriangle Access

Exhibit B.9 GoTriangle fixed-route system map

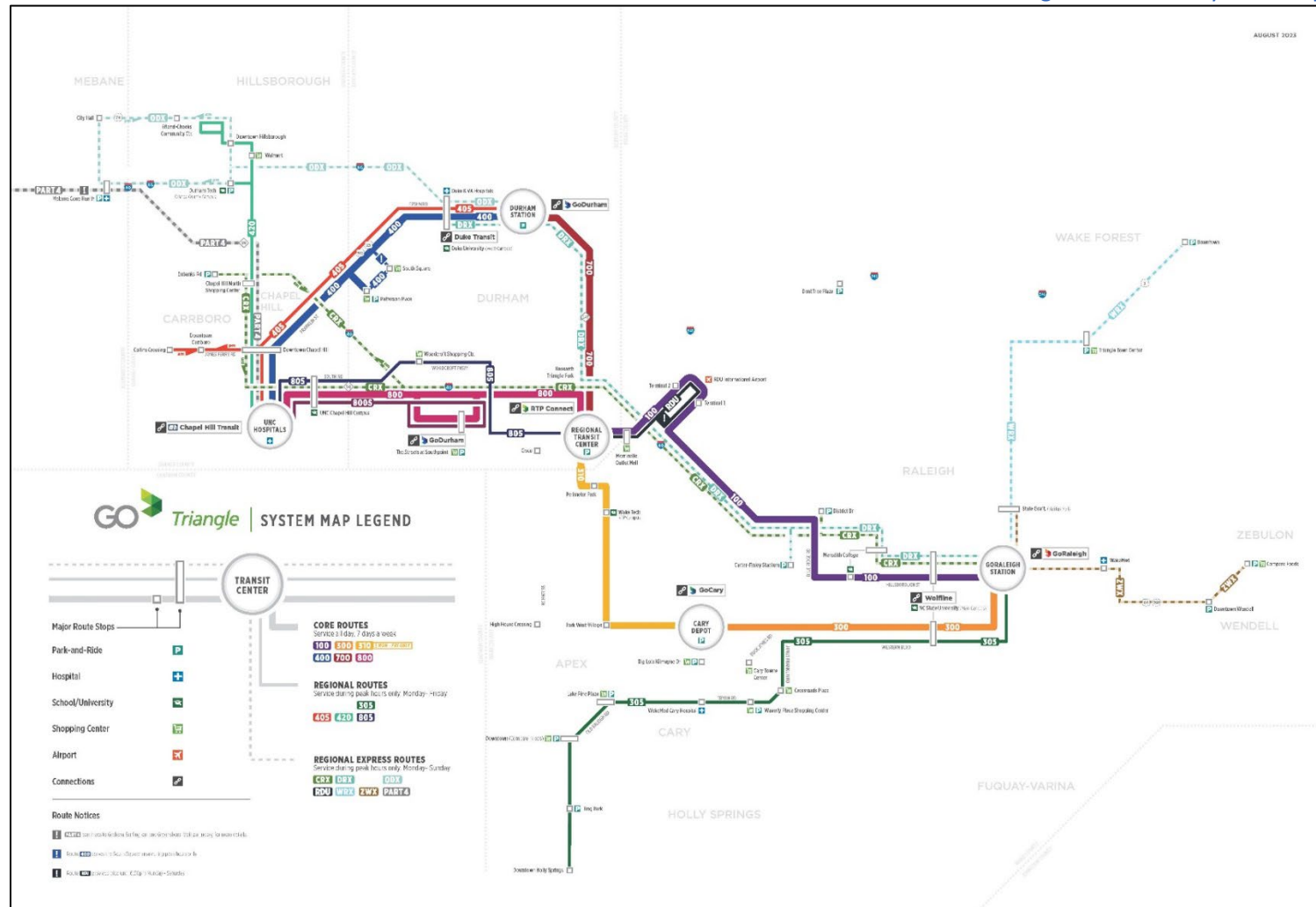


Exhibit B.10 GoTriangle performance data

Fixed-route	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	143,058	145,337	123,173	132,876	110,232
Vehicle Service Miles	2,809,815	2,858,573	2,418,443	2,642,968	2,265,597
Ridership	1,636,072	1,654,836	1,352,117	1,167,033	1,464,724
Operating Cost	\$21,112,953	\$21,866,617	\$19,424,994	\$22,452,552	\$21,825,070
Fare revenue	\$1,857,621	\$1,758,770	\$1,304,725	\$10,408	\$7,361
Cost/Vehicle Service Hour	\$147.58	\$150.45	\$157.70	\$168.97	\$197.99
Passengers/Vehicle Service Hour	11.44	11.39	10.98	8.78	13.29
Passengers/Vehicle Service Mile	0.58	0.58	0.56	0.44	0.65
Cost/Passenger	\$12.90	\$13.21	\$14.37	\$19.24	\$14.90
Farebox recovery ratio	8.80%	8.04%	6.72%	0.05%	0.03%
Average fare/passenger	\$1.14	\$1.06	\$0.96	\$0.01	\$0.01

Demand-response	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	27,816	27,553	18,167	13,084	17,188
Vehicle Service Miles	599,411	593,229	406,543	315,507	393,435
Ridership	56,863	65,598	34,868	28,123	35,367
Operating Cost	\$3,386,657	\$3,624,653	\$3,798,680	\$4,692,810	\$4,670,399
Fare revenue	\$89,105	\$72,408	\$54,028	\$2,513	\$0
Cost/Vehicle Service Hour	\$121.75	\$131.55	\$209.10	\$358.67	\$271.72
Passengers/Vehicle Service Hour	2.04	2.38	1.92	2.15	2.06
Passengers/Vehicle Service Mile	0.09	0.11	0.09	0.09	0.09
Cost/Passenger	\$59.56	\$55.26	\$108.94	\$166.87	\$132.06
Farebox recovery ratio	2.63%	2.00%	1.42%	0.05%	0.00%
Average fare/passenger	\$1.57	\$1.10	\$1.55	\$0.09	\$0.00

Vanpool	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	21,527	18,870	13,176	5,015	5,213
Vehicle Service Miles	733,708	631,632	480,078	218,259	234,044
Ridership	197,476	163,492	75,504	24,457	28,669
Operating Cost	\$3,251,921	\$2,790,077	\$2,763,349	\$362,052	\$340,594
Fare revenue	\$493,307	\$363,070	\$357,799	\$124,883	\$159,175
Cost/Vehicle Service Hour	\$151.06	\$147.86	\$209.73	\$72.19	\$65.34
Passengers/Vehicle Service Hour	9.17	8.66	5.73	4.88	5.50
Passengers/Vehicle Service Mile	0.27	0.26	0.16	0.11	0.12
Cost/Passenger	\$16.47	\$17.07	\$36.60	\$14.80	\$11.88
Farebox recovery ratio	15.17%	13.01%	12.95%	34.49%	46.73%
Average fare/passenger	\$2.50	\$2.22	\$4.74	\$5.11	\$5.55

GoWake Access, SmartRide NE (Wake County)

Exhibit B.11 GoWake Access rural general public service zones

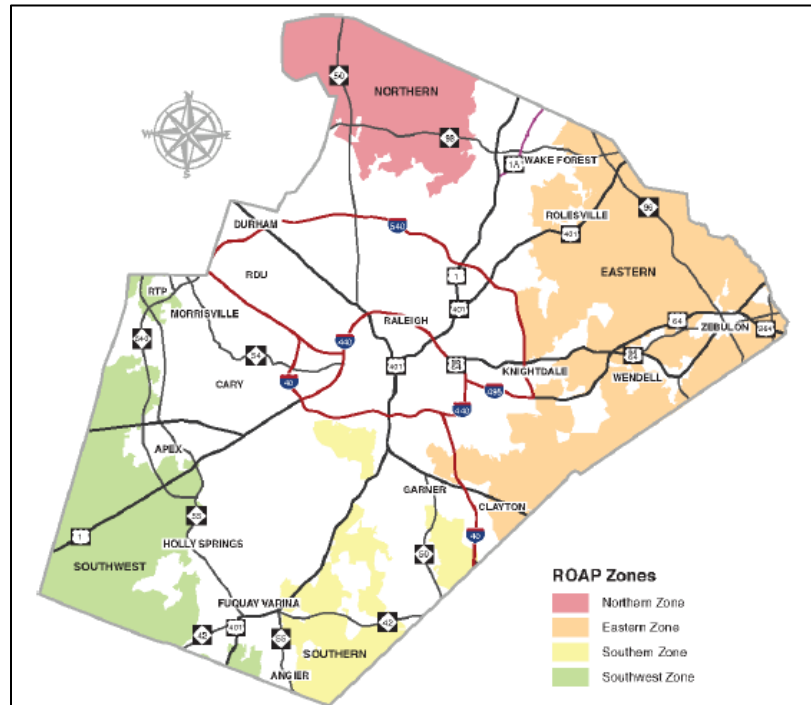


Exhibit B.12 GoWake SmartRide NE service area (2024)

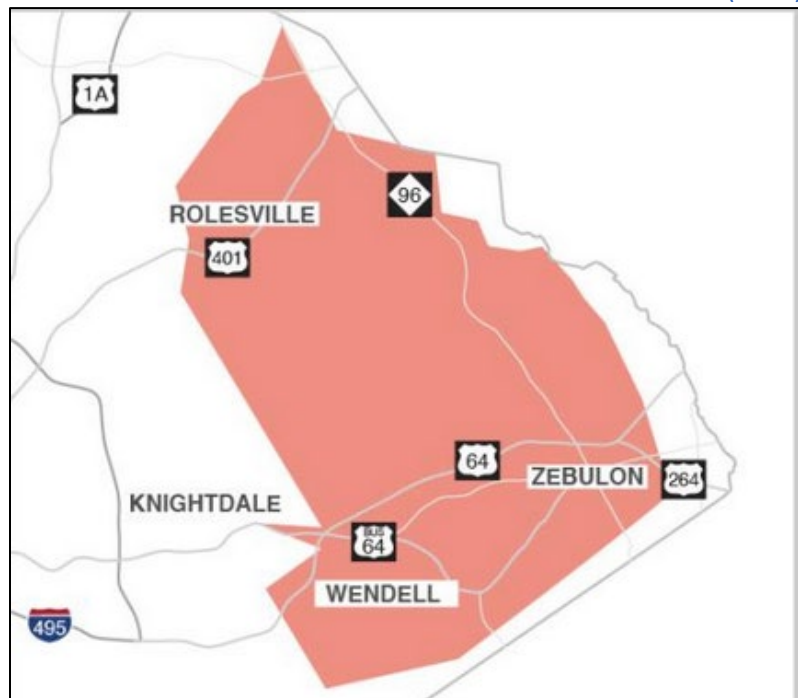


Exhibit B.13 GoWake performance data

Demand-response	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	110,332	114,331	116,259	95,871	79,901
Vehicle Service Miles	2,189,244	2,136,598	2,100,380	1,866,067	1,648,111
Ridership	180,328	196,041	180,137	123,681	127,935
Operating Cost	\$5,187,137	\$4,381,182	\$5,648,886	\$5,506,379	\$5,891,182
Fare revenue	\$219,974	\$287,572	\$226,123	\$2,649,974	\$2,868,834
Cost/Vehicle Service Hour	\$47.01	\$38.32	\$48.59	\$57.44	\$73.73
Passengers/Vehicle Service Hour	1.63	1.71	1.55	1.29	1.60
Passengers/Vehicle Service Mile	0.08	0.09	0.09	0.07	0.08
Cost/Passenger	\$28.77	\$22.35	\$31.36	\$44.52	\$46.05
Farebox recovery ratio	4.24%	6.56%	4.00%	48.13%	48.70%
Average fare/passenger	\$1.22	\$1.47	\$1.26	\$21.43	\$22.42

Harnett Area Rural Transit System (HARTS) (Harnett County)

Exhibit B.14 HARTS performance data

Demand-response	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	30,254	29,438	33,216	31,529	25,643
Vehicle Service Miles	858,596	854,331	850,970	608,769	457,800
Ridership	63,803	63,567	55,500	34,202	30,203
Operating Cost	\$1,472,005	\$1,536,275	\$1,329,286	\$1,137,649	\$1,249,314
Fare revenue	\$20,603	\$21,516	\$18,079	\$0	\$2,917
Cost/Vehicle Service Hour	\$48.65	\$52.19	\$40.02	\$36.08	\$48.72
Passengers/Vehicle Service Hour	2.11	2.16	1.67	1.08	1.18
Passengers/Vehicle Service Mile	0.07	0.07	0.07	0.06	0.07
Cost/Passenger	\$23.07	\$24.17	\$23.95	\$33.26	\$41.36
Farebox recovery ratio	1.40%	1.40%	1.36%	0.00%	0.23%
Average fare/passenger	\$0.32	\$0.34	\$0.33	\$0.00	\$0.10

Johnston County Area Transit System (JCATS) (Community and Senior Services of Johnston County)

Exhibit B.15 JCATS performance data

Demand-response	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	63,487	65,600	61,453	53,123	62,020
Vehicle Service Miles	1,136,221	1,147,599	1,057,408	910,968	1,073,180
Ridership	93,231	93,489	81,639	64,010	82,864
Operating Cost	\$2,489,326	\$2,466,175	\$2,373,160	\$2,227,300	\$2,849,443
Fare revenue	\$24,635	\$27,710	\$29,890	\$16,710	\$21,140
Cost/Vehicle Service Hour	\$39.21	\$37.59	\$38.62	\$41.93	\$45.94
Passengers/Vehicle Service Hour	1.47	1.43	1.33	1.20	1.34
Passengers/Vehicle Service Mile	0.08	0.08	0.08	0.07	0.08
Cost/Passenger	\$26.70	\$26.38	\$29.07	\$34.80	\$34.39
Farebox recovery ratio	0.99%	1.12%	1.26%	0.75%	0.74%
Average fare/passenger	\$0.26	\$0.30	\$0.37	\$0.26	\$0.26

KARTS (Kerr Area Transportation Authority)

Exhibit B.16 KARTS performance data

Fixed-route	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	9,362	9,393	7,136	8,337	5,375
Vehicle Service Miles	123,558	124,340	96,235	104,404	72,945
Ridership	31,950	31,396	22,435	11,562	13,808
Operating Cost	\$239,635	\$187,858	\$179,143	\$113,344	\$113,373
Fare revenue	\$0	\$0	\$0	\$9,197	\$8,140
Cost/Vehicle Service Hour	\$25.60	\$20.00	\$25.10	\$13.60	\$21.09
Passengers/Vehicle Service Hour	3.41	3.34	3.14	1.39	2.57
Passengers/Vehicle Service Mile	0.26	0.25	0.23	0.11	0.19
Cost/Passenger	\$7.50	\$5.98	\$7.98	\$9.80	\$8.21
Farebox recovery ratio	0.00%	0.00%	0.00%	8.11%	7.18%
Average fare/passenger	\$0.00	\$0.00	\$0.00	\$0.80	\$0.59

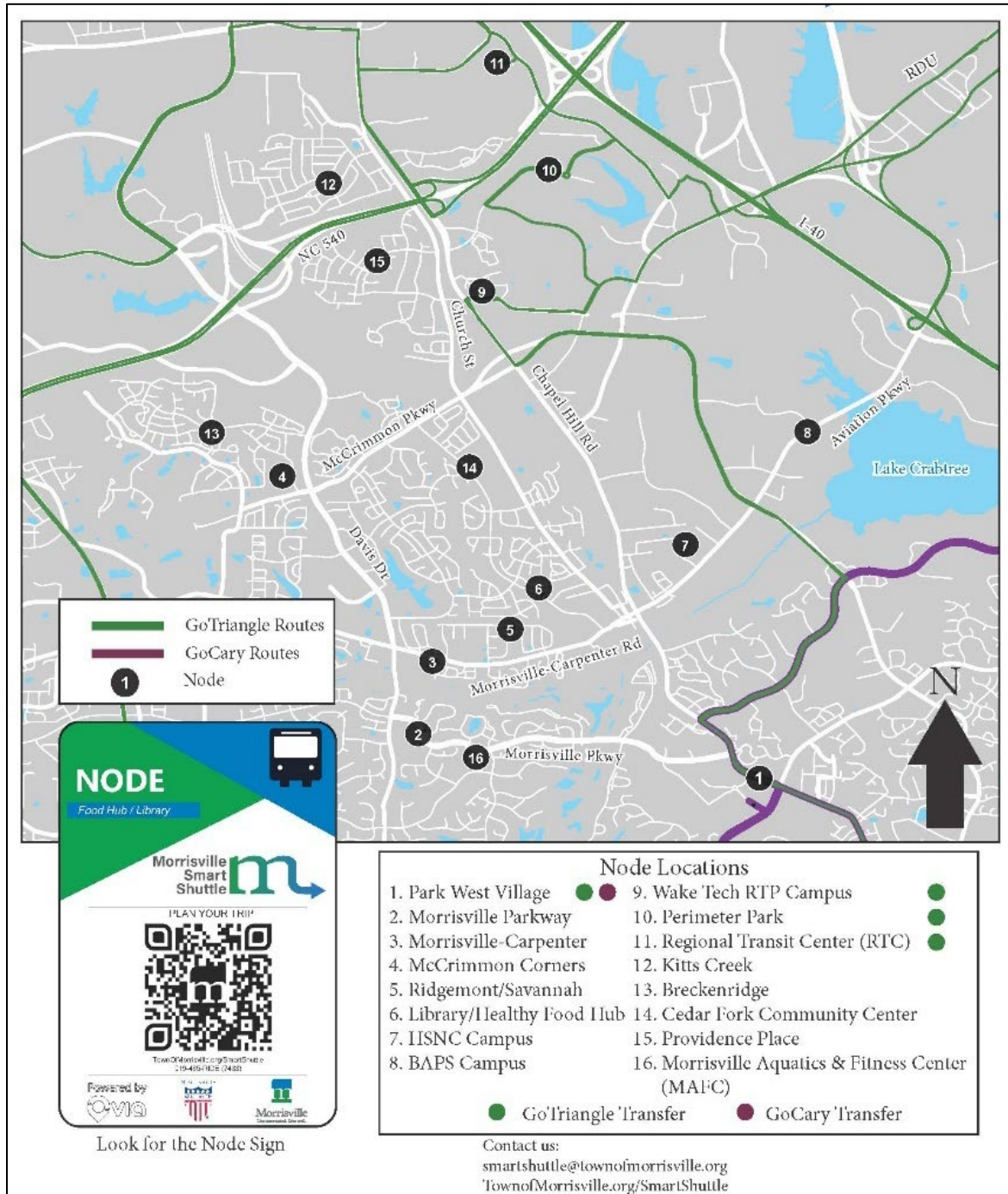
Demand-response	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	114,046	110,417	110,446	102,493	113,664
Vehicle Service Miles	1,975,170	1,887,199	1,929,715	1,785,482	1,884,776
Ridership	152,072	146,392	136,718	113,672	125,445
Operating Cost	\$3,086,628	\$3,109,466	\$3,526,103	\$3,631,287	\$3,942,269
Fare revenue	\$179,689	\$151,604	\$212,634	\$200,747	\$241,408
Cost/Vehicle Service Hour	\$27.06	\$28.16	\$31.93	\$35.43	\$34.68
Passengers/Vehicle Service Hour	1.33	1.33	1.24	1.11	1.10
Passengers/Vehicle Service Mile	0.08	0.08	0.07	0.06	0.07
Cost/Passenger	\$20.30	\$21.24	\$25.79	\$31.95	\$31.43
Farebox recovery ratio	5.82%	4.88%	6.03%	5.53%	6.12%
Average fare/passenger	\$1.18	\$1.04	\$1.56	\$1.77	\$1.92

Morrisville Smart Shuttle (Town of Morrisville)

Exhibit B.17 Morrisville Smart Shuttle performance data

Demand-response	FY 2022
Vehicle Service Hours	5,085
Vehicle Service Miles	54,626
Ridership	11,122
Operating Cost	\$438,126
Fare revenue	\$0
Cost/Vehicle Service Hour	\$86.16
Passengers/Vehicle Service Hour	2.19
Passengers/Vehicle Service Mile	0.20
Cost/Passenger	\$39.39
Farebox recovery ratio	0.00%
Average fare/passenger	\$0.00

Exhibit B.18 Morrisville Smart Shuttle system map



Wolfline (North Carolina State University)

Exhibit B.19 NCSU Wolfline system map

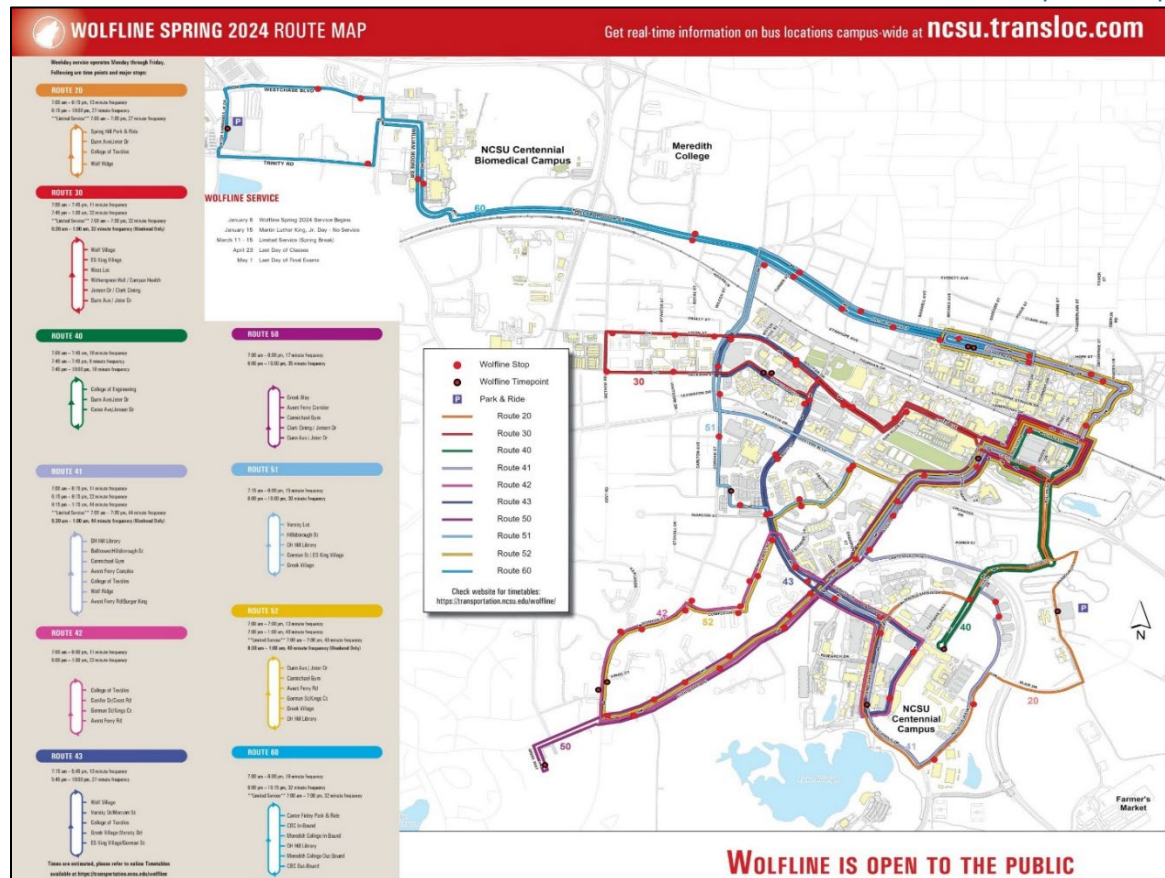


Exhibit B.20 NCSU Wolfline performance data

Fixed-route	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Vehicle Service Hours	76,179	76,789	73,375	48,775	58,291
Vehicle Service Miles	675,418	688,242	659,210	495,949	520,151
Ridership	3,506,210	3,362,828	2,851,446	480,984	2,250,535
Operating Cost	\$3,138,532	\$3,201,023	\$3,071,286	\$2,040,783	\$2,727,412
Fare revenue	\$5,558,105	\$6,048,477	\$5,924,669	\$0	\$0
Cost/Vehicle Service Hour	\$41.20	\$41.69	\$41.86	\$41.84	\$46.79
Passengers/Vehicle Service Hour	46.03	43.79	38.86	9.86	38.61
Passengers/Vehicle Service Mile	5.19	4.89	4.33	0.97	4.33
Cost/Passenger	\$0.90	\$0.95	\$1.08	\$4.24	\$1.21
Farebox recovery ratio	177.09%	188.95%	192.91%	0.00%	0.00%
Average fare/passenger	\$1.59	\$1.80	\$2.08	\$0.00	\$0.00

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Appendix C | Survey Instruments

Exhibit C.1 Stakeholder (Human Services) Leadership Survey

NC Capital Area Metropolitan Planning Organization
2024 Coordinated Public Transit-Human Services Transportation Plan
Stakeholder Leadership Survey – Human Services Organizations

The NC Capital Area Metropolitan Planning Organization (CAMPO), with support from the regional Mobility Coordination Committee, is currently preparing an update to the 2018 Coordinated Public Transit – Human Services Transportation Plan for the CAMPO region (available online at <https://www.campo-nc.us/programs-studies/transit/coordinated-human-services-transportation-plan>). The purpose of this plan is to identify transportation needs and gaps in our community – especially among transportation-disadvantaged and historically underserved populations – and identify opportunities for coordination to address those needs and gaps as well as guide funding and service development for transportation projects supporting those populations.

The Leadership Survey form must be completed before any secondary forms are completed. The Leadership Survey is typically completed by someone at a leadership level or their designee – executive director, program manager, administrator, principal, pastor, etc. It contains all organizational questions/information for your organization.

SECTION 1: ORGANIZATION BACKGROUND

1. Tell us about your organization.

Organization Name:			
Organization Address:			
Your Name:		Your Title:	
Phone Number:		Email:	
Name of programs your organization sponsors:			

2. Which of the following best describes your organization?

☐ Government ☐ Public ☐ Private non-profit ☐ Private for-profit
☐ Other (specify) _____

3. What are the primary/core functions of your organization? (Select all that apply.)

<input type="checkbox"/> Home-to-school transportation	<input type="checkbox"/> General public transportation	<input type="checkbox"/> Client transportation
<input type="checkbox"/> Non-emergency medical transportation	<input type="checkbox"/> Rehabilitation services	<input type="checkbox"/> Job placement
<input type="checkbox"/> Healthcare	<input type="checkbox"/> Social services	<input type="checkbox"/> Residential facilities
<input type="checkbox"/> Nutrition	<input type="checkbox"/> Recreation/social	<input type="checkbox"/> Screening
<input type="checkbox"/> Counseling	<input type="checkbox"/> Information/referral	<input type="checkbox"/> Day program/treatment
<input type="checkbox"/> Education	<input type="checkbox"/> Job training	<input type="checkbox"/> Veterans services
<input type="checkbox"/> Other (specify): _____		

4. What is the approximate size of your organization's client base (e.g., how many individual clients do you regularly serve within a given year)?

☐ 0 to 99 ☐ 100 to 249 ☐ 250 to 499 ☐ 500 to 999 ☐ 1,000 to 4,999 ☐ 5,000 or more

5. What historically transportation-disadvantaged populations are primarily served by your organization? (Select all that apply.)

<input type="checkbox"/> Older adults (age 60+)	<input type="checkbox"/> Children with cognitive or developmental disabilities
<input type="checkbox"/> Adults with physical disabilities (ambulatory)	<input type="checkbox"/> Youth (age 12-18)
<input type="checkbox"/> Adults with physical disabilities (non-ambulatory, including wheelchairs)	<input type="checkbox"/> Youth (under age 12)
<input type="checkbox"/> Adults with cognitive or developmental disabilities	<input type="checkbox"/> Low-income individuals
<input type="checkbox"/> Children with physical disabilities (ambulatory)	<input type="checkbox"/> Unhoused individuals
<input type="checkbox"/> Children with physical disabilities (non-ambulatory, including wheelchairs)	<input type="checkbox"/> Veterans
	<input type="checkbox"/> Persons with limited English proficiency
	<input type="checkbox"/> Other (describe): _____

6. Approximately what percent of your organization's clients are certified as eligible for Americans with Disabilities Act (ADA) paratransit service (such as GoWake Access, GoCary Door to Door, or GoRaleigh Access)? _____ %

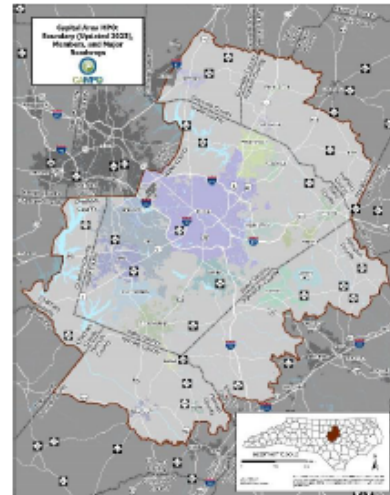
7. Approximately what percent of your organization's clients reside in:
- | | | | |
|------------------|---------|-----------------|---------|
| Wake County | _____ % | Harnett County | _____ % |
| Franklin County | _____ % | Johnston County | _____ % |
| Granville County | _____ % | Chatham County | _____ % |
8. What support, if any, does your organization provide for client transportation? (Select all that apply.)
- | | |
|---|--|
| <input type="checkbox"/> Directly transport clients yourself using an agency vehicle | <input type="checkbox"/> Provide trip-planning assistance for public transit trips |
| <input type="checkbox"/> Contract with a transit provider (such as GoWake Access or JCATS) for client trips | <input type="checkbox"/> Provide clients with tickets or passes to use public transit or paratransit |
| <input type="checkbox"/> Schedule paratransit trips (with services such as GoCary Door to Door or GoRaleigh Access) on behalf of individual clients | <input type="checkbox"/> Provide mileage reimbursement or gas money |
| <input type="checkbox"/> Transport clients through a volunteer driver program. | <input type="checkbox"/> Pay for car repairs or other car expenses |
| | <input type="checkbox"/> Other (specify): _____ |
| | <input type="checkbox"/> None |
9. As part of the public engagement for this Coordinated Plan, we will also be conducting a community survey of historically transportation-disadvantaged individuals. Would your organization be willing to help us reach those populations by providing that survey to the clients of your organization over the next few weeks? ☐ Yes ☐ No

The following sections are intended to provide insight into transportation/mobility needs affecting your client base as well as any transportation programs or support your organization may provide. Because the organizations targeted in this project are diverse, not every question may be directly applicable. Please answer the questions as thoroughly as possible. If a question is not applicable to your organization, enter N/A or leave it blank.

SECTION 2: YOUR ORGANIZATION'S TRANSPORTATION NEEDS

10. Are all of your clients able to fully meet their transportation needs using their own private transportation resources (such as driving or riding with friends or family) or existing public and human service transportation services?
☐ Yes → skip to Question 12 ☐ No → continue to Question 11
11. Among your organization's clients who live within the Coordinated Plan project area (all of Wake County as well as portions of Chatham, Franklin, Granville, Harnett, and Johnston counties, as shown on the map at right), how many encounter the following transportation needs and are unable to meet them using existing public and human transportation service options?

Need	Not applicable	A few	Some	Most	All
Need for door-through-door service for those with severe disabilities or frailty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for access to existing fixed-route transportation (first/last-mile transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for paratransit or dial-a-ride service between Franklin and Granville counties and Harnett or Johnston counties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for paratransit or dial-a-ride service between Harnett County and Franklin or Granville counties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for regular work or school transportation into Wake County from Chatham, Franklin, Granville, Harnett, or Johnston counties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for general public (non-medical) transportation into urbanized Wake County from outside Wake County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



12. If you indicated "most" or "all" to any of the statements in the previous question, tell us more about these needs.

13. Are there communities or geographic areas you serve where transportation is particularly problematic for your clients? If so, where?

14. Are there times of day when your clients need to travel but service is not available? When and where?

15. Do you have clients for which a transportation service is available to meet their needs, but they are not eligible to use it? If so, please describe.

16. What transportation needs are the most significant problems for your clients?

17. For how many of your organization's clients do the following barriers prevent them from accessing the available public transit and human services transportation options?

Barrier	Not applicable	A few	Some	Most	All
Safety concerns (such as fear of waiting at a bus stop or riding with other people)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language barriers (resulting in inability to arrange trips or get transit information)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Literacy (inability to read or understand information about transportation services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of knowledge about what transportation services are available or how to use them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. If language is a barrier impacting use of public transportation, which language(s)? _____

19. What other barriers prevent your organization's clients from using currently available transportation services?

20. Are there any additional transportation services or programs you would most like to see available for your clients?

21. Is there anything else you would like us to know about your agency, the services you provide, or the populations you serve that is relevant to this Coordination Plan update?

SECTION 3: LOCAL TRANSPORTATION COORDINATION

22. Does your organization currently receive any funding for transportation programs or services (or programs supporting client transportation)? If so, describe.

23. What are the most significant challenges your organization encounters with respect to providing and/or coordinating transportation services? (Select all that apply.)

- ☐ Lack of funding to meet current transportation/mobility needs (through direct operation or contracting with a provider)
- ☐ Lack of funding to support coordination activities
- ☐ Lack of funding to purchase vehicles
- ☐ Insufficient organizational staffing
- ☐ Insurance concerns (e.g., terms/conditions do not allow transportation of non-agency passengers, etc.)
- ☐ Policy considerations (e.g., limitation to where trips can originate or terminate)
- ☐ Lack of transportation services in areas served
- ☐ Regulations are too restrictive as to who is eligible for transportation services
- ☐ Unable to mix and/or coordinate grants from different agencies
- ☐ Inability to comply with restrictive grant or funding guidelines or reporting
- ☐ Not part of our organization's core mission
- ☐ Other (specify): _____

24. What types of coordinated services might your organization be interested in learning more about and/or participating in?

- | | |
|---|---|
| <input type="checkbox"/> Sharing vehicles | <input type="checkbox"/> Cooperative travel training |
| <input type="checkbox"/> Joint vehicle purchasing | <input type="checkbox"/> Joint staff/driver training |
| <input type="checkbox"/> Insurance cooperatives | <input type="checkbox"/> Cooperative vehicle/fleet maintenance |
| <input type="checkbox"/> Cooperative fuel purchases | <input type="checkbox"/> Cooperative transportation marketing/promotion activities |
| <input type="checkbox"/> Sharing passenger trips | <input type="checkbox"/> Co-location of facilities, programs, or services |
| <input type="checkbox"/> Sharing dispatching software | <input type="checkbox"/> Joint grant funding applications (e.g., federal fund braiding) |
| <input type="checkbox"/> Coordinated schedules | <input type="checkbox"/> Coordinated outreach/public engagement activities |
| <input type="checkbox"/> None | |
| <input type="checkbox"/> Other (specify): _____ | |

25. CAMPO is currently hiring for a regional mobility manager position. This position is intended to coordinate transportation efforts across the CAMPO region. What type of support from that role would benefit your organization the most?

26. Does your organization directly operate, contract for, or subsidize any kind of transportation program or services?

- ☐ Yes → continue to Section 4 ☐ No → End survey

SECTION 4. TRANSPORTATION PROGRAMS AND SERVICES

27. Who is eligible to participate in the transportation program or support services provided by your organization?

- ☐ Only enrolled/eligible/authorized clientele ☐ Any member of the general public
- ☐ Anyone served by our organization

28. Do you currently receive funding under FTA Section 5310 for enhanced mobility of seniors and individuals with disabilities?

- ☐ Yes ☐ No

a. If Yes, describe the project(s) or service(s) funded under Section 5310: _____

b. If No, have you ever considered applying for Section 5310 funding? Why or why not? _____

29. What types of funding for transportation does your organization receive? _____

30. Does your organization intend to continue its transportation program(s) during the next five years?

- ☐ Yes ☐ No ☐ Unsure

31. Do you operate a transportation service (either directly, under contract, or through volunteers)?

- ☐ Yes → continue to Question 32 ☐ No → End survey

32. Describe the clientele served by your transportation service. (Select all that apply.)

- ☐ Older adults (age 60+) ☐ Adults with a disability
☐ Youth ☐ Youth with a disability
☐ Low-income individuals ☐ Unhoused individuals
☐ Veterans ☐ Persons with limited English proficiency
☐ Anyone served by our organization ☐ Members of the general public
☐ Other (describe): _____

33. When does your transportation service operate (days and times/service span)?

34. What types of trips does your service provide? (Select all that apply.)

- ☐ Any trip purpose ☐ Healthcare/non-emergency medical
☐ Work or school ☐ Emergency/crisis transportation
☐ Out-of-county ☐ To/from day programs
☐ To/from senior nutrition ☐ Other _____

35. If you contract for your service from another provider, who is it? _____
 (Enter N/A if you do not contract for your service.)

36. Tell us about the drivers for your transportation service:

_____ # of paid dedicated drivers _____ # of volunteer drivers _____ # of paid staff who drive

37. Tell us about your fleet of vehicles used to provide the transportation service:

_____ # of sedans _____ # of buses
 _____ # of minivans _____ Total # of lift-equipped vehicles
 _____ # of full-size vans ☐ Check here if personal vehicles are used by staff or volunteer drivers

38. How many total vehicles do you have available for client/customer transportation? _____

(Enter N/A if volunteers or staff provide the service using their personal vehicles)

39. Will any of your vehicles need to be replaced in the next five years based on odometer mileage? If so, describe.

40. How do you typically fund new or replacement vehicles?

41. On average, how many one-way passenger trips do you provide each month? _____

Count one trip each time a passenger boards the vehicle. Each round-trip should be counted as two one-way trips.

Thank you for your participation!

Exhibit C.2 Stakeholder (Human Services) Staff Survey

NC Capital Area Metropolitan Planning Organization
2024 Coordinated Public Transit-Human Services Transportation Plan
Stakeholder Staff Survey – Human Services Organizations

The Coordinated Public Transit – Human Services Transportation Plan identifies transportation needs and gaps in our community – especially among transportation-disadvantaged and historically underserved populations – and identifies opportunities for coordination to address those needs and gaps as well as guide funding and service development for transportation projects supporting those populations. Your organization has been identified as a stakeholder given you serve one or more of the target populations. As a result, the Capital Area Metropolitan Planning Organization (CAMPO) invites you to participate in the needs assessment process by completing a stakeholder survey.

SECTION 1: ORGANIZATION INFORMATION

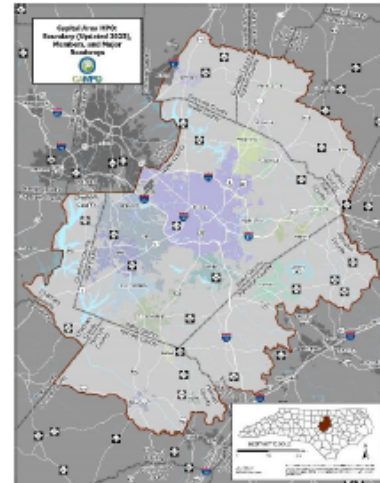
1. What organization do you represent? _____
2. What role do you hold in that organization? _____

The following sections are intended to provide insight into transportation/mobility needs affecting your client base. Because the organizations targeted in this project are diverse, not every question may be directly applicable. Please answer the questions as thoroughly as possible. If a question is not applicable to your organization, enter N/A.

SECTION 2: YOUR ORGANIZATION'S TRANSPORTATION NEEDS

3. Are all of your clients able to fully meet their transportation needs using their own private transportation resources (such as driving or riding with friends or family) or existing public and human service transportation services?
☐ Yes → skip to Question 6 ☐ No → continue to Question 4
4. Among your organization's clients who live within the Coordinated Plan project area (all of Wake County as well as portions of Chatham, Franklin, Granville, Harnett, and Johnston counties, as shown on the map at right), how many encounter the following transportation needs and are unable to meet them using existing public and human transportation service options?

Need	Not applicable	A few	Some	Most	All
Need for door-through-door service for those with severe disabilities or frailty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for access to existing fixed-route transportation (first/last-mile transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for paratransit or dial-a-ride service between Franklin and Granville counties and Harnett or Johnston counties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for paratransit or dial-a-ride service between Harnett County and Franklin or Granville counties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for regular work or school transportation into Wake County from Chatham, Franklin, Granville, Harnett, or Johnston counties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for general public (non-medical) transportation into urbanized Wake County from outside Wake County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



5. If you indicated "most" or "all" to any of the statements in the previous question, tell us more about these needs.

6. Are there communities or geographic areas you serve where transportation is particularly problematic for your clients?
If so, where? _____

7. Are there times of day when your clients need to travel but service is not available? When and where?

8. Do you have clients for which a transportation service is available to meet their needs, but they are not eligible to use it?
If so, please describe. _____

9. What transportation needs are the most significant problems for your clients? _____

10. For how many of your organization's clients do the following barriers prevent them from accessing the available public transit and human services transportation options?

Barrier	Not applicable	A few	Some	Most	All
Safety concerns (such as fear of waiting at a bus stop or riding with other people)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language barriers (resulting in inability to arrange trips or get transit information)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Literacy (inability to read or understand information about transportation services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of knowledge about what transportation services are available or how to use them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. If language is a barrier impacting use of public transportation, which language(s)? _____

12. What other barriers prevent your organization's clients from using currently available transportation services?

13. Are there any additional transportation services or programs you would most like to see available for your clients?

14. Is there anything else you would like us to know about your agency, the services you provide, or the populations you serve that is relevant to this Coordination Plan update? _____

Thank you for your participation.

Exhibit C.3 Transit Operator Leadership Survey

**NC Capital Area Metropolitan Planning Organization
2024 Coordinated Public Transit-Human Services Transportation Plan
Stakeholder Leadership Survey – Public Transit Operators**

The NC Capital Area Metropolitan Planning Organization (CAMPO), with support from the regional Mobility Coordination Committee, is currently preparing an update to the 2018 Coordinated Public Transit – Human Services Transportation Plan for the CAMPO region (available online at <https://www.campo-nc.us/programs-studies/transit/coordinated-human-services-transportation-plan>). The purpose of this plan is to identify transportation needs and gaps in our community – especially among transportation-disadvantaged and historically underserved populations – and identify opportunities for coordination to address those needs and gaps as well as guide funding and service development for transportation projects supporting those populations. As a transit operator, you play an important role in this critical process.

The Leadership Survey form must be completed before any secondary forms are completed. The Leadership Survey is typically completed by someone at a leadership level or their designee – executive director, program manager, etc. It contains all organizational questions/information for your organization.

1. Tell us about your agency.

Agency Name:			
Agency Address:			
Your Name:		Your Title:	
Phone Number:		Email:	
Name(s) of transit program(s) your agency operates:			

2. What mode(s) of service does your agency operate? (Select all that apply.)

- ☐ Fixed-route service ☐ ADA paratransit service ☐ Senior paratransit service
☐ General public dial-a-ride service ☐ On-demand micro-transit service ☐ Contracted human services transportation
☐ Other (specify): _____

3. What are the operating days and hours of your transit service(s)?

Service	Operating Days	Span of Service (Hours)

(Continue to next page.)

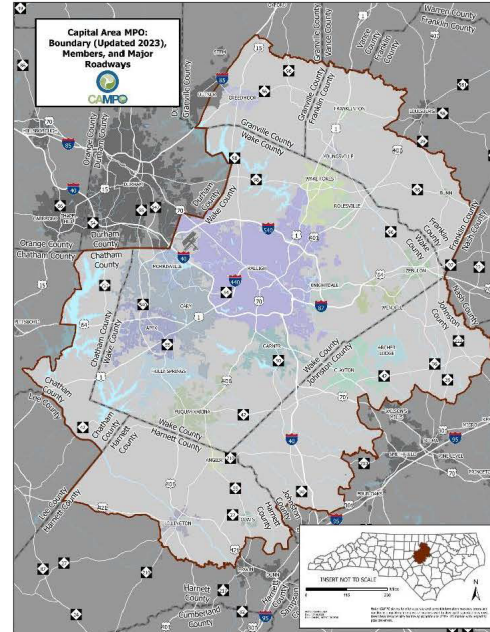
4. Do all of your services operate within the CAMPO area? (See map)

- ☐ Yes
☐ No – which one(s) do not?

5. What federal, state, and local funding sources do you receive?

6. If you have been contracted to provide transportation services on behalf of a human services provider, list them below.

7. Do you provide bulk passes or fare media to any organizations? Are these provided at face value or at a discounted rate?



8. Do you provide any services (such as maintenance) to any other transportation organizations? If yes, please describe.

9. What would your organization like to get out of the Coordinated Plan process? What kinds of strategies or recommendations would benefit your organization the most?

10. What are your biggest challenges with respect to providing effective and efficient transportation services? (If these challenges affect only certain geographic areas or populations, describe them.)

11. What resources or support would you need to address those challenges?

12. How many drivers in each category do you employ?

Full-time _____ Part-time _____ Volunteers _____
Other employees that are eligible to drive in revenue service but are not assigned to a shift or route (e.g., supervisors, dispatchers, etc.) _____

13. How many revenue vehicles in each category do you have in your fleet?

Transit buses _____ Over-the-road coaches _____ Cutaway bus _____
Full-size vans _____ Minivans _____ Sedans _____

14. What percentage of your revenue fleet is ADA-accessible? _____ %

15. Based on your interactions with customers and stakeholders in your service area, are there any transit needs you believe are not being met? If so, please describe.

16. CAMPO is currently hiring for a regional mobility manager position. This position is intended to coordinate transportation efforts across the CAMPO region. What type of support from that role would benefit your organization the most?

17. Is there anything else you would like us to know about your agency, the services you provide, or the populations you serve that is relevant to this Coordination Plan update?

Thank you for your participation!

Exhibit C.4 Transit Operator Staff Survey

**NC Capital Area Metropolitan Planning Organization
2024 Coordinated Public Transit-Human Services Transportation Plan
Stakeholder Staff Survey – Public Transit Operators**

The NC Capital Area Metropolitan Planning Organization (CAMPO), with support from the regional Mobility Coordination Committee, is currently preparing an update to the 2018 Coordinated Public Transit – Human Services Transportation Plan for the CAMPO region (available online at <https://www.campo-nc.us/programs-studies/transit/coordinated-human-services-transportation-plan>). The purpose of this plan is to identify transportation needs and gaps in our community – especially among transportation-disadvantaged and historically underserved populations – and identify opportunities for coordination to address those needs and gaps as well as guide funding and service development for transportation projects supporting those populations. As a transit operator, you play an important role in this critical process. As a result, CAMPO invites you to participate in the needs assessment process by completing a stakeholder survey.

1. What public transit operator do you represent? _____
2. What is your role within that organization? _____
3. What would your organization like to get out of the Coordinated Plan process? What kinds of strategies or recommendations would benefit your organization the most?

4. What are your biggest challenges with respect to providing effective and efficient transportation services? (If these challenges affect only certain geographic areas or populations, describe them.)

5. What resources or support would you need to address those challenges?

6. Based on your interactions with customers and stakeholders in your service area, are there any transit needs you believe are not being met? If so, please describe.

7. CAMPO is currently hiring for a regional mobility manager position. This position is intended to coordinate transportation efforts across the CAMPO region. What type of support from that role would benefit your organization the most?

8. Is there anything else you would like us to know about your agency, the services you provide, or the populations you serve that is relevant to this Coordination Plan update?

Thank you for your participation!

Exhibit C.5 Community Survey (English)

NC Capital Area Metropolitan Planning Organization
2024 Coordinated Public Transit-Human Services Transportation Plan
Community Transportation Needs Survey

The Capital Area Metropolitan Planning Organization (CAMPO) is conducting a short survey in an effort to learn more about transportation needs and challenges in Wake County and adjacent portions of Chatham, Franklin, Granville, Harnett, and Johnston counties. Your input is requested so that the recommendations included within the Coordinated Public Transit-Human Services Transportation Plan address as many mobility gaps as possible. Thank you for your participation!

Tell us about yourself.

- On the list below, please select all of the responses that apply to you. Your responses to this question, while optional, are incredibly important. They help to ensure that the strategies included in the Coordinated Plan best represent the diverse needs and interests of the community.

☐ My primary language is English or I speak and read English well
☐ I am 17 years old or younger
☐ I am 18 - 24 years old
☐ I am 25 - 64 years old
☐ I am 65 years old or older
☐ I identify as a woman
☐ I identify as a man
☐ I identify as non-binary or other gender

☐ I am or consider myself to be disabled
☐ Five (5) or more people live in my household
☐ My household's combined income is at or under \$53,000 per year
☐ I am of Hispanic, Latinx, or Spanish origin of any race
☐ I represent a minority race or 2+ races (African American, Asian, South Asian, American Indian, Alaska Native, Middle Eastern, Hawaiian, or Pacific Islander)
- In which county or counties do you live, work, and/or attend school?

County	Live	Work	Attend school
Wake County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chatham County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Franklin County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Granville County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harnett County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Johnston County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- What is the closest city or town to where you live?

- What are the closest cross-streets to your home?

 and _____
(do not provide your home address, only cross-streets)

Tell us how you travel around your community.

- What types of transportation do you use on a regular basis? (select all that apply)

☐ Walking/biking
☐ Wheelchair/mobility aid
☐ Local or regional bus service
☐ Paratransit (Access or Door to Door)
☐ Human/social service agency service
☐ Drive own personal vehicle
☐ Ride with friend or family member
☐ Transportation Network Company (e.g., Uber/Lyft)
☐ Taxi
☐ Other (describe): _____

☐ I am or consider myself to be disabled
☐ Five (5) or more people live in my household
☐ My household's combined income is at or under \$53,000 per year
☐ I am of Hispanic, Latinx, or Spanish origin of any race
☐ I represent a minority race or 2+ races (African American, Asian, South Asian, American Indian, Alaska Native, Middle Eastern, Hawaiian, or Pacific Islander)
- What three types of destinations do you need/want to go to most often? Rank your top 3 options by indicating #1, #2, and #3.

☐ Medical appointments/hospital
☐ Dialysis
☐ Work or volunteer
☐ Bank/salon/other errands
☐ Parks/recreation center
☐ Visit friends and family/social events
☐ Social service agency
☐ Religious and/or cultural activities
☐ Other _____

☐ GoApex
☐ GoCary
☐ GoRaleigh
☐ GoTriangle
☐ GoWake Access
☐ HARTS (Harnett County)
☐ JCATS (Johnston County)
☐ KARTS (Franklin & Granville counties)
☐ Morrisville Smart Shuttle
☐ NCSU Wolfline
☐ Don't use public transit
☐ Other (specify): _____

CONTINUED ON REVERSE →

9. How far away from your home are the places you most often need to go? (select all that apply)

- ☐ Less than 1 mile ☐ 1-2 miles
☐ 3-10 miles ☐ 10-20 miles
☐ Greater than 20 miles

10. What types of transportation services are available in your area? (select all that apply)

- ☐ Public transit services (fixed-route or door-to-door)
☐ Church transportation
☐ Non-profit/social services transportation
☐ Friends and family who provide rides
☐ Taxi, Uber, or Lyft
☐ I don't know
☐ Other _____

Tell us about your transportation challenges.

11. If your community is served by public transit and you do not use it, tell us why. (select all that apply)

- ☐ Bus stop is too far from my home
☐ Bus stop is too far from my destination
☐ Doesn't operate when I need to travel
☐ Doesn't go where I need to travel
☐ Too expensive
☐ I'm not eligible for Access or Door to Door paratransit services
☐ Don't know how to request on-demand services
☐ Don't know how to get transit information
☐ Don't feel safe onboard the bus
☐ Don't feel safe waiting for the bus
☐ Other (describe): _____
☐ Not applicable – I use public transportation

12. Are there physical barriers that prevent you from accessing public transit services? (select all that apply)

- ☐ Incomplete/missing/damaged sidewalks
☐ Unprotected way to cross major streets/roads
☐ Lack of lighting
☐ Unsafe due to traffic
☐ Unsafe due to other conditions
☐ Too far to walk
☐ Other (describe): _____

13. Are there any important social service destinations that are not accessible to you with your current transportation? If so, describe them. (If not, put "not applicable" or N/A.)

14. Do you have reliable transportation to/from work?

- ☐ Yes ☐ No ☐ Not applicable

Thank you for your participation!

15. If you live in a household with one or more school-age children, please answer the following questions. (If there are no school-age children in your household, skip to Question 16.)

	Yes	No	Unsure/ Not applicable
a. Do you live within the defined attendance zone for the school(s) the children attend?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Are you eligible for transportation services from the school(s) the children attend?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Do the children generally have transportation to arrive at school on time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Do the children generally have transportation from school to after-school care?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Do the children generally have transportation from school to home (if no after-school care)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered no to any of the above questions, tell us more about the challenges you are having with school transportation. (Otherwise, put "not applicable" or N/A.)

16. Are there any specific trips that you regularly have trouble making?

- ☐ Yes → Continue to Question 17
☐ No → Skip to Question 19

17. Where do you need or want to go that you have trouble getting transportation to? (select all that apply)

- ☐ Medical appointments/hospital
☐ Dialysis ☐ School or job training
☐ Work or volunteer ☐ Grocery store/pharmacy
☐ Bank/salon/other errands
☐ Parks/recreation center
☐ Visit friends and family/social events
☐ Social service agency
☐ Religious and/or cultural activities
☐ Other _____

18. Tell us about the specific trip(s) you have trouble making.

19. What else would you like us to know about your transportation needs?

Exhibit C.6 Community Survey (Spanish)

NC Capital Area Metropolitan Planning Organization (CAMPO)
2024 Plan Coordinado de Transporte Público y Servicios Humanos
Encuesta comunitaria del plan coordinado

La Organización de Planificación Metropolitana del Área Capital de Carolina del Norte (NC CAMPO) está realizando una breve encuesta en un esfuerzo para aprender más sobre las necesidades y desafíos de transporte en el condado de Wake y las partes contiguas a los condados de Chatham, Franklin, Granville, Harnett y Johnston. Se solicita su opinión para que las recomendaciones incluidas en el Plan Coordinado de Transporte Público y Servicios Humanos tomen en cuenta las brechas de movilidad. ¡Gracias por su participación.

Cuéntanos acerca de ti.

1. En la lista a continuación, seleccione todas las respuestas que se apliquen a su caso. Sus respuestas a esta pregunta, aunque opcionales, son increíblemente importantes. Ayudan a garantizar que las estrategias incluidas en el Plan Coordinado representen mejor las diversas necesidades e intereses de la comunidad.

- ☐ Mi idioma principal es el inglés o hablo y leo bien el inglés
☐ Tengo 17 años o menos
☐ Tengo entre 18 y 24 años
☐ Tengo 25-64 años
☐ Tengo 65 años o más
☐ Me identifico como mujer
☐ Me identifico como hombre
☐ Me identifico como no binario o de otro género
☐ Soy o me consider discapacitado
☐ Cinco (5) o más personas viven en mi hogar
☐ El ingreso combinado de mi hogar es igual o menos de \$53,000 por año
☐ Soy de origen hispano, latino o español de cualquier raza
☐ Represento una raza minoritaria o más de 2 razas (afroamericana, asiática, sudasiática, indio americano, nativa de Alaska, del Medio Oriente, hawaiana o isleña del Pacífico)

2. ¿En qué condado o condados vive, trabaja y/o asiste a la escuela?

Condado	Vivir	Trabajar	Asistir a la escuela
Condado de Wake	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condado de Chatham	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condado de Franklin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condado de Granville	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condado de Harnett	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condado de Johnston	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. ¿Cuál es la ciudad o pueblo más cercano a donde vive?

4. ¿Cuáles son las calles transversales más cercanas a su casa?

y _____
(No proporcione la dirección de su casa, solo las calles transversales.)

Cuéntanos cómo viaja por su comunidad.

5. ¿Qué tipo de transporte utiliza habitualmente? (Seleccione todas las que correspondan)

- ☐ Caminar/andar en bicicleta
☐ Sillas de ruedas/ayuda para la movilidad
☐ Servicio de autobús local o regional
☐ Paratransito (Access o Puera a Puerta)
☐ Servicio de agencia de servicios humanos
☐ Conducir vehículo propio
☐ Viaja con un amigo o familiar
☐ Taxi
☐ Empresa de red de transporte (por ejemplo, Uber o Lyft)
☐ Otro (describir): _____

6. ¿Con qué frecuencia utiliza el servicio de transporte público?

- ☐ Regularmente (varias veces por semana)
☐ Semi-regularmente (aproximadamente una vez por semana)
☐ A veces (menos de una vez por semana)
☐ Rara vez (menos de una vez al mes)
☐ No uso servicios de tránsito
☐ Viajaría si estuviera disponible

7. Si actualmente utiliza transporte público (por ejemplo, autobús o paratransito), indique qué servicios. (Seleccione todas las que correspondan)

- ☐ GoApex ☐ GoApex Puerta a Puerta
☐ GoCary ☐ GoCary Puerta a Puerta
☐ GoRaleigh ☐ Acceso a GoRaleigh
☐ GoTriangle ☐ Acceso a GoTriangle
☐ Acceso a GoWake ☐ GoWake SmartRide NE
☐ HARTS (Condado de Harnett)
☐ JCATS (Condado de Johnston)
☐ KATS (Condados de Franklin y Granville)
☐ Morrisville Smart Shuttle
☐ NCSU Wolfline ☐ No uso el transporte publico
☐ Otro (describir): _____

8. ¿A qué tres tipos de destinos necesita o quiere ir con más frecuencia? Clasifique sus tres opciones principales indicando #1, #2 y #3.

- ____ Cita médica/hospital ____ Diálisis
 ____ Capacitación escolar o laboral
 ____ Trabajar o ser voluntario
 ____ Tienda de comestibles/farmacia
 ____ Banco/salón/otros recados
 ____ Parques/centro recreativo
 ____ Visitar amigos y familiares/eventos sociales
 ____ Agencia de servicios sociales
 ____ Actividades religiosas y/o culturales
 ____ Otro: _____

9. ¿A qué distancia de su casa están los lugares a los que necesita ir con más frecuencia? (Seleccione todas las que correspondan)

- ☐ Menos de 1 milla ☐ 1-2 millas ☐ 3-10 millas
☐ 10-20 millas ☐ Más de 20 millas

10. ¿Qué tipos de servicios de transporte están disponibles en su área? (Seleccione todas las que correspondan)

- ☐ Servicios de transporte público (ruta fija o puerta a puerta)
☐ Transporte de la iglesia
☐ Transporte de servicios sociales/sin fines de lucro
☐ Amigos y familiares que ofrecen transporte
☐ Taxi, Uber, o Lyft
☐ No sé
☐ Otro _____

Cuéntenos sobre sus desafíos de transporte.

11. Si su comunidad cuenta con transporte público y usted no lo utiliza, díganos por qué. (Seleccione todas las que correspondan)

- ☐ La parada de autobús está demasiado lejos de mi casa
☐ La parada de autobús está demasiado lejos de mi destino
☐ No funciona cuando necesito viajar
☐ No va a donde necesito viajar
☐ Muy caro
☐ No soy elegible para los servicios de Acceso o Paratransito Puerta a Puerta
☐ No sé cómo solicitar el servicio bajo demanda
☐ No sé cómo obtener información de tránsito
☐ No se siente seguro a bordo del autobús
☐ No te sientes seguro esperando el autobús
☐ Otro (describir): _____
☐ No aplicable – uso el transporte público

12. Existen barreras físicas que le impiden acceder a los servicios de transporte público? (Seleccione todas las que correspondan)

- ☐ Aceras incompletas/faltantes/dañadas
☐ Manera desprotegida de cruzar calles/carreteras principales
☐ Falta de iluminación
☐ Inseguro debido al tráfico
☐ Inseguro debido a otras condiciones
☐ Demasiado lejos para caminar
☐ Otro (describir): _____

13. ¿Hay algún destino de servicio social importante al que no pueda acceder con su transporte actual? Si es así, descríbalos. (En caso contrario, escriba "no aplicable" o N/A.)

14. ¿Tiene transporte confiable hacia/desde el trabajo?

- ☐ Sí ☐ No ☐ No aplica

¡Gracias por participar!

15. Si vive en un hogar con uno o más niños en edad escolar, responda las siguientes preguntas. (Si no hay niños en edad escolar en su hogar, pase a la Pregunta 16.)

	Sí	No	No estoy segura/no aplicable
a. ¿Vive usted dentro de la zona de asistencia definida para la(s) escuela(s) a la que asisten los niños?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. ¿Es usted elegible para recibir servicios de transporte de la(s) escuela(s) a la que asisten los niños?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. ¿Los niños generalmente tienen transporte para llegar a tiempo a la escuela?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. ¿Los niños generalmente tienen transporte desde la escuela hasta la guardería?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. ¿Los niños generalmente tienen transporte de la escuela a casa (si no hay cuidado después de la escuela)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Si respondió no a alguna de las preguntas anteriores, cuéntenos más sobre los desafíos que enfrenta con el transporte escolar. (En caso contrario, escriba "no aplicable" o N/A.) _____

16. ¿Hay algún viaje específico que le resulte difícil realizar habitualmente?

- ☐ Sí → Continúe con la pregunta 17
☐ No → Saltar a la pregunta 19

17. ¿Adónde necesita o quiere ir y tiene problemas para conseguir transporte? (Seleccione todas las que correspondan)

- ☐ Cita médica/hospital ☐ Diálisis
☐ Capacitación escolar o laboral
☐ Trabajar o ser voluntario
☐ Tienda de comestibles/farmacia
☐ Banco/salón/otros recados
☐ Parques/centro recreativo
☐ Visitar amigos y familiares/eventos sociales
☐ Agencia de servicios sociales
☐ Actividades religiosas y/o culturales
☐ Otro _____

18. Cuéntenos sobre los viajes específicos que tiene problemas para realizar.

19. ¿Qué más le gustaría que supiéramos sobre sus necesidades de transporte?

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Appendix D | Human Services Stakeholder Survey Analysis

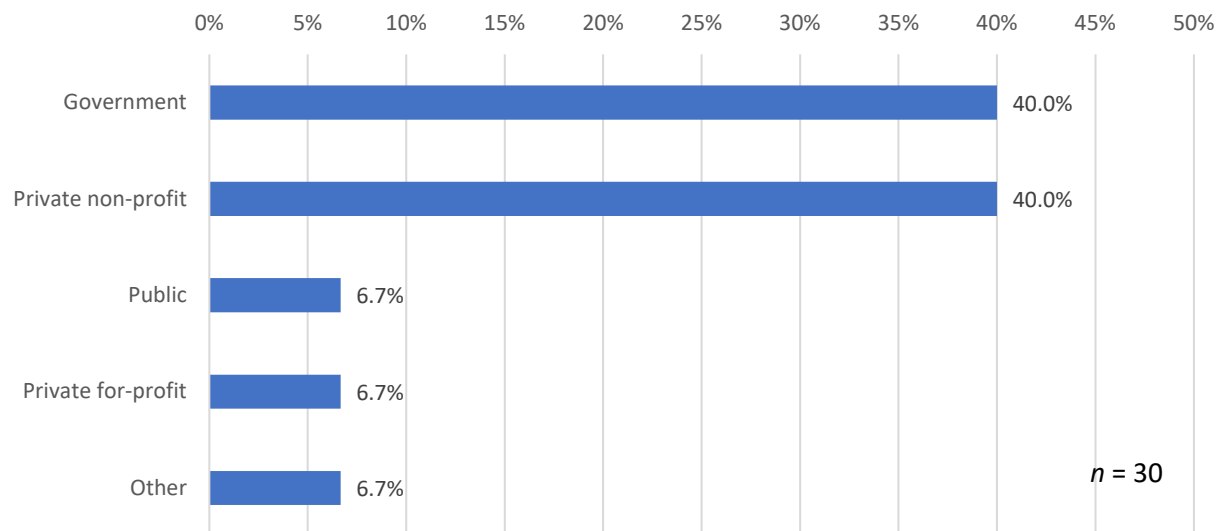
Q1: What program(s) do/does your organization sponsor? (Multiple responses permitted.)

Of the 30 organizations which participated in the survey, 24 provided an answer to Question 1. The most common clientele includes seniors, low-income individuals, unhoused persons, persons with disabilities, and youth. Each of these clientele groups include historically transportation-disadvantaged persons. That is, individuals who rely on someone else (such as a family member or friend) or an entity outside their home/typical residence for most, if not all, of their mobility and transportation needs.

Few of the responding organizations either directly provide transportation for their respective clientele or contract with a third-party for such services. Most rely on outside organizations or entities to provide transportation on behalf of their respective clientele. Among the more common programs/services provided by the stakeholders are senior programs (including socialization as well as nutrition), programs for individuals with intellectual and developmental disabilities, public healthcare including on-site/in-patient services, senior housing, dialysis services, day shelters for women, day shelters for men, education and social programs for at-risk youth as well as unhoused youth, and daily meal programs (chiefly breakfast and lunch) for low-income individuals (non-senior adults).

Q2: Which of the following best describes your organization?

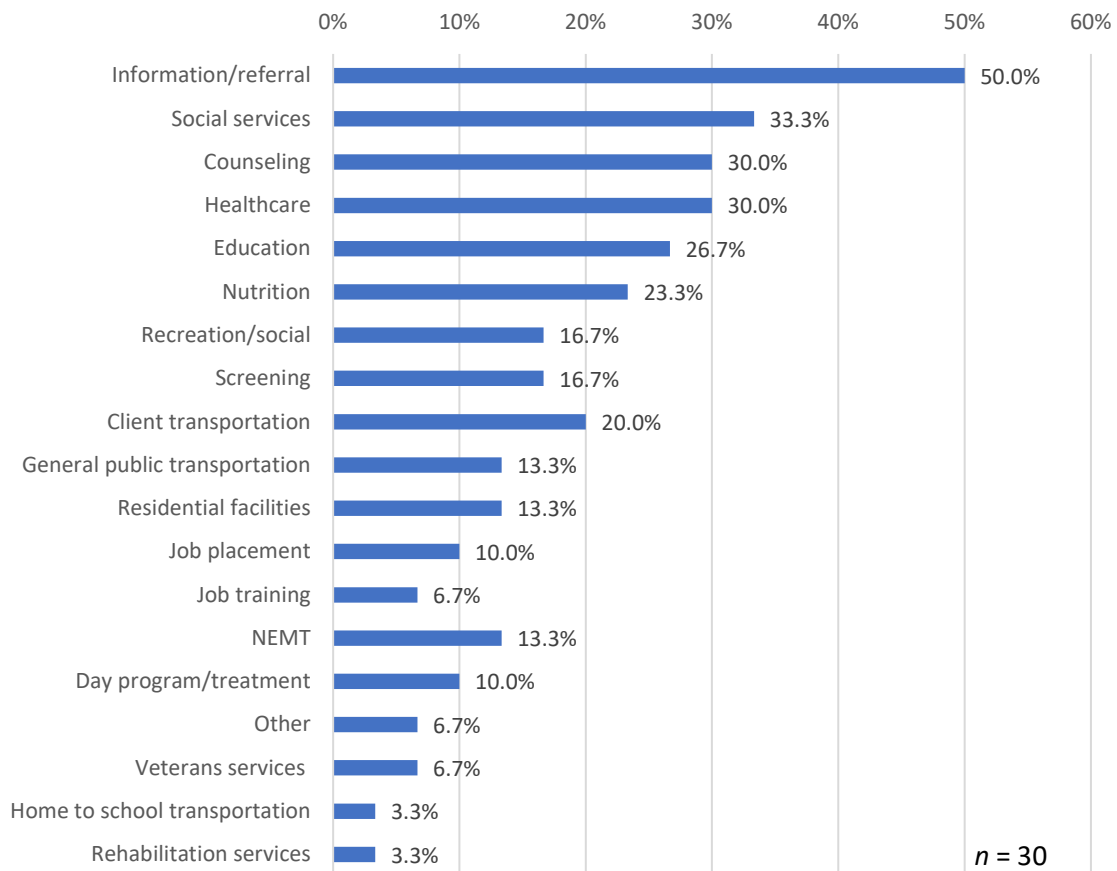
Exhibit D.1 Stakeholder Survey: Organization type



Q3: What is the primary/core functions of your organization? (Multiple responses permitted.)

Responses were received from 24 separate organizations. As to be expected, these organizations include public, private, for-profit, and non-profit entities. Some provide transportation to the general public, while others limit such services to their clientele or members. A key takeaway is the fact that half disseminate information regarding transportation to their clientele, members, or the general public. This leads us to two conclusions. First, the value of encouraging membership (for existing as well as prospective members) in the Mobility Coordination Committee. Second, make periodic dissemination of easy-to-understand transportation information a core responsibility for the new Mobility Manager.

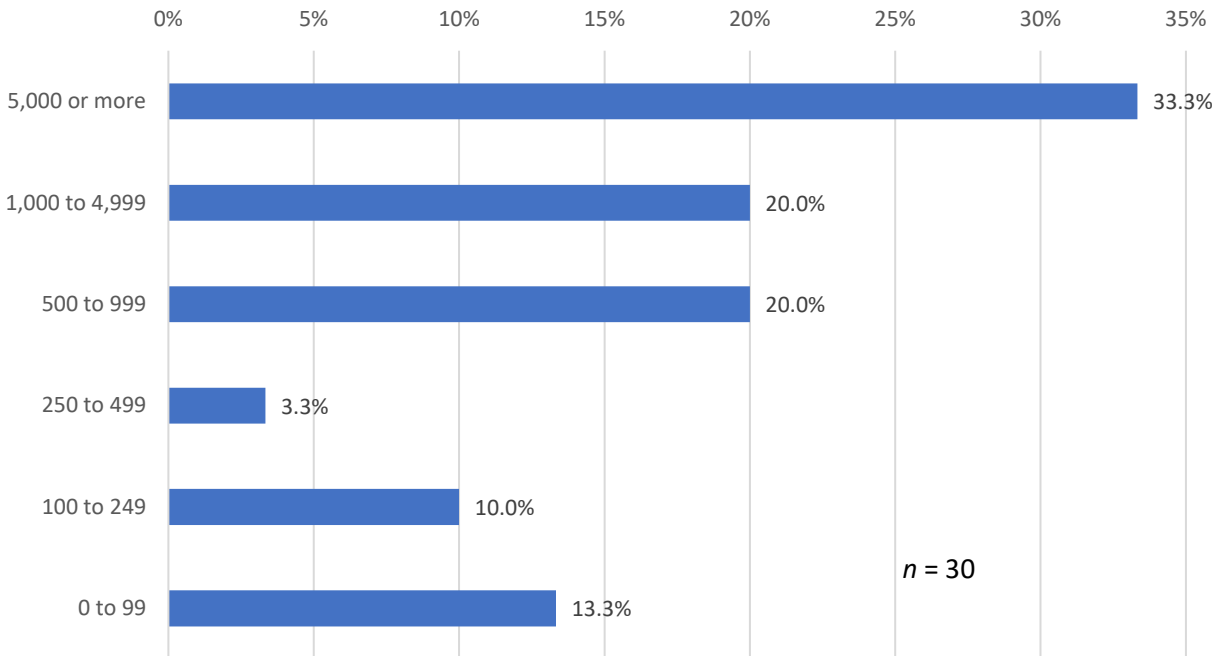
Exhibit D.2 Stakeholder Survey: Organization core functions



Q4: What is the approximate size of your organization's client base?

The larger respondents tend to be governmental organizations such as cities, towns, or transit operators. In the mid-range are traditional social service entities, while the smaller organizations include demographic-specific organizations such as LGBTQ+ or women's shelters.

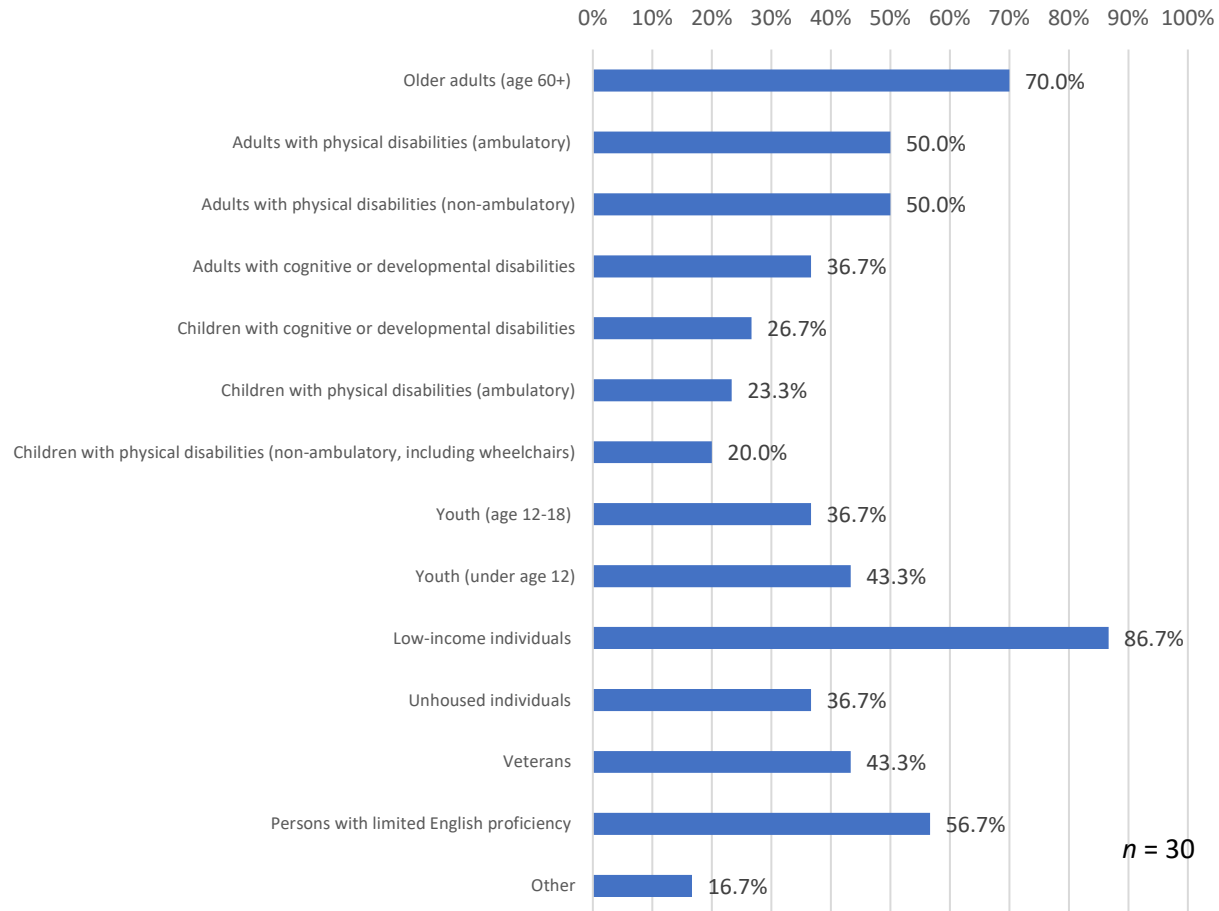
Exhibit D.3 Stakeholder Survey: Size of client base



Q5: What historically transportation-disadvantaged or historically underserved populations are primarily served by your organization? (Multiple responses permitted.)

While the survey results include a wide spectrum of traditionally transportation-disadvantaged individuals, two demographic cohorts stand out: low-income individuals and older adults (and it is likely there is cross-over or duplication between these two groups).

Exhibit D.4 Stakeholder Survey: Populations served



Q6: Approximately what percent of your organization's clients are certified as eligible for ADA paratransit services? (35 responses received.)

Exhibit D.5 Stakeholder Survey: Clients eligible for ADA paratransit

ADA paratransit eligible	Percentage
None	10%
Up to/including 25 percent	30%
26 to 50 percent	10%
100 percent	10%
Don't know	40%

Q7: Approximately what percent of your organization's clientele reside in ...? (32 responses received.)

Exhibit D.6 Stakeholder Survey: Client home county

	1-24%	25-50%	51-100%	None	Not Valid
Wake County	1	2	22	4	2
Franklin County	5	0	0	19	6
Granville County	4	0	0	20	4
Harnett County	4	0	2	19	5
Johnston County	6	0	3	15	5
Chatham County	4	0	0	21	5

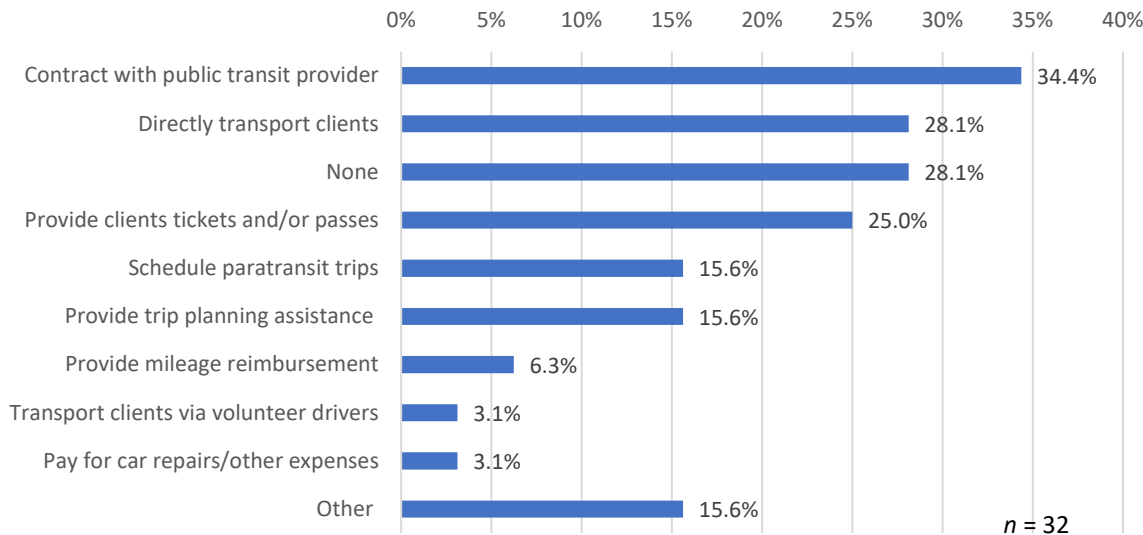
Harnett County: Includes HARTS and Lillington-Shawtown Elementary School, each of which cited 100 percent.

Johnston County: Includes Town of Archer Lodge, JCATS, and Renewed Strength Through Counseling, each of which cited 100 percent.

Q8: What support, if any, does your organization provide for client transportation? (Multiple responses permitted.) (32 respondents)

The response to this question tie into to those of Question 3, and suggests possible outreach/engagement opportunities specific to those stakeholders which do not currently provide any form of transportation assistance (such as trip planning assistance).

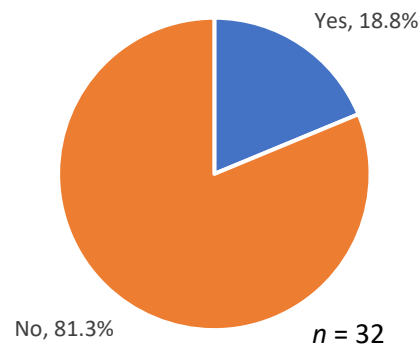
Exhibit D.7 Stakeholder Survey: Support provided for client transportation



Q9: Are all of your clients able to fully meet their transportation needs using their own private transportation resources (i.e., family/friends) or existing public and/or human service transportation services? (32 responses)

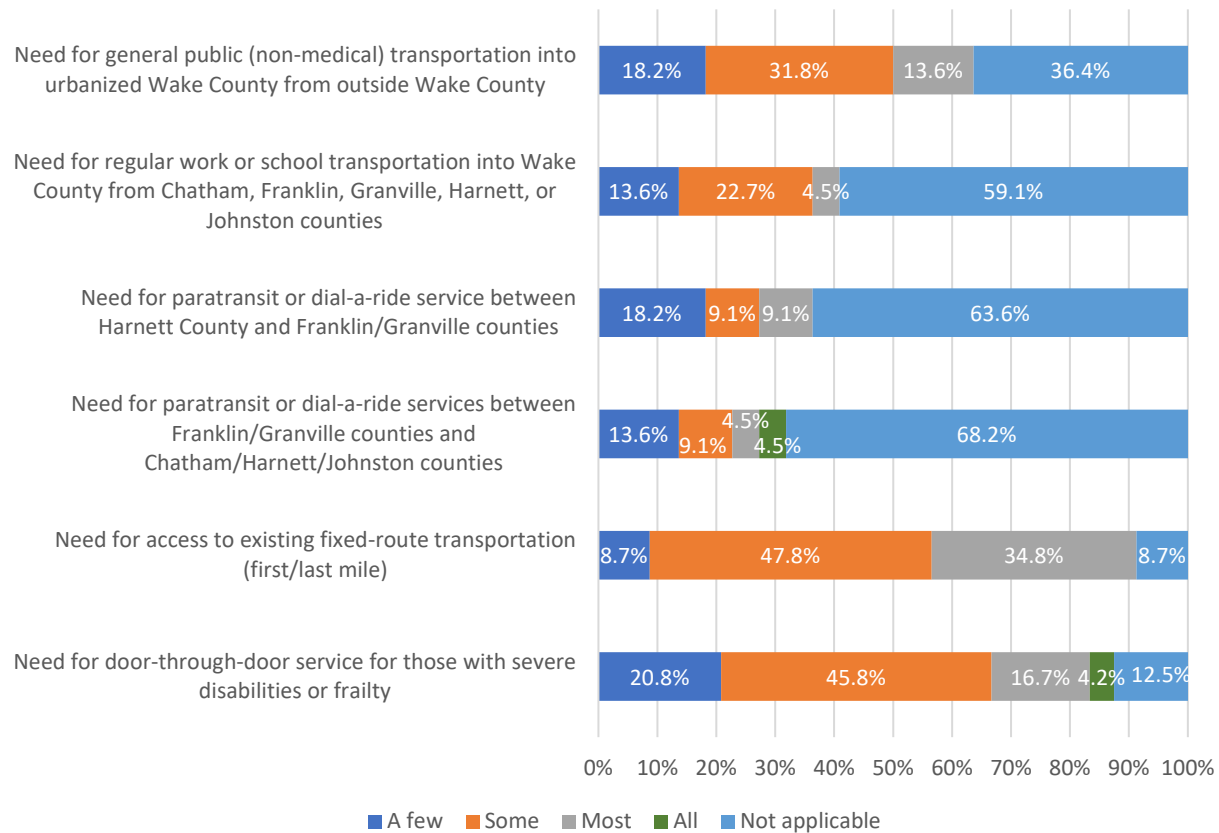
Perhaps more than any other stakeholder survey question, this one confirms the importance of CAMPO's periodic Coordinated Transportation Plan and the Mobility Management Committee.

Exhibit D.8 Stakeholder Survey: Transportation needs met through existing resources



Q10: Among your organization’s clients who live within the Coordinated Plan project area, how many encounter the following transportation needs and are unable to meet them using existing public and human service transportation options? (24 respondents)

Exhibit D.9 Stakeholder Survey: Transportation needs not met by existing resources



Q11: If you indicated “most” or “all” to any of the statement in the previous question, tell us more about those needs.

Responses were received from nine organizations.

- Families Together: Clients are homeless. Don’t have reliable transportation.
- Families Together: Depending on funding, provide volunteer driver rides or gas cards.
- Mariam Clinic: No bus service from Raleigh to Cary on Sunday. Our clinic in Cary is only open on Sunday.
- Various respondents: Many clientele/residents don’t have license or car.
- Various respondents: Need service info specific to access to Chapel Hill area.
- LGBT Center of Raleigh: As the only LGBTQ+ organization, many prospective clients cannot access programs/services due to lack of transportation and/or financial barriers.

- Women's Center of Wake County: Transportation between Women's Center and Healing Transitions is a two-ride trip via bus. The walk from the bus stop to the HT campus is long and onerous.
- Meals-on-Wheels Wake County: Participants often have medical/physical conditions requiring door-to-door transport.

Q12: Are there communities or geographic areas you serve where transportation is particularly problematic for your clients?

Responses were received from 22 organizations, six of which did not cite a specific location or community.

- Southeast Raleigh
- Clayton. Rapidly growing senior population
- Rolesville and its Extra-Territorial Jurisdiction
- Low-income areas of Fuquay-Varina, Holly Springs, and Garner
- Willow Springs rural areas
- No bus service linking Cary and Raleigh on Sunday
- Cary, Fuquay-Varina, Apex, Garner, and Zebulon. Specifically, connecting service with Raleigh.
- Raleigh: north central area
- Johnston County, Fuquay-Varina, Holly Springs
- Fuquay-Varina, Willow Spring, Raleigh (27616, 27604, 27610)
- Transportation linking Women's Center and Healing Transitions
- Wake County: Populated areas of low density
- Access to Chapel Hill/Carrboro. (Note: Chatham Area Transit's Section 5310-funded service limited to Chatham County residents.)

Q13: Are there times of day your clients need to travel, but service is not available?

Responses were received from 21 organizations. Of these, ten either said "no" or did not provide any specifics.

- Need evening service
- To/from places of employment
- No bus service linking Cary and Raleigh on Sunday
- Evenings and weekends
- Additional morning service

Q14: Do you have clients for which a transportation service is available to meet their needs, but they are not eligible to use it?

Responses were received from 20 organizations. Of these, 13 cited "no," "don't know," or "not applicable."

- Not all clients qualify for Medicaid transportation. Difficult to access UNC in Chapel Hill for medical care.
- GoWake Access provides free rides for Medicaid recipients.

- Medicare patients have issues accessing JCATS service due to high usage by Medicaid patients.
- School-age children who reside outside school bus zones.
- Transgender clients face barriers due to identification requirements.

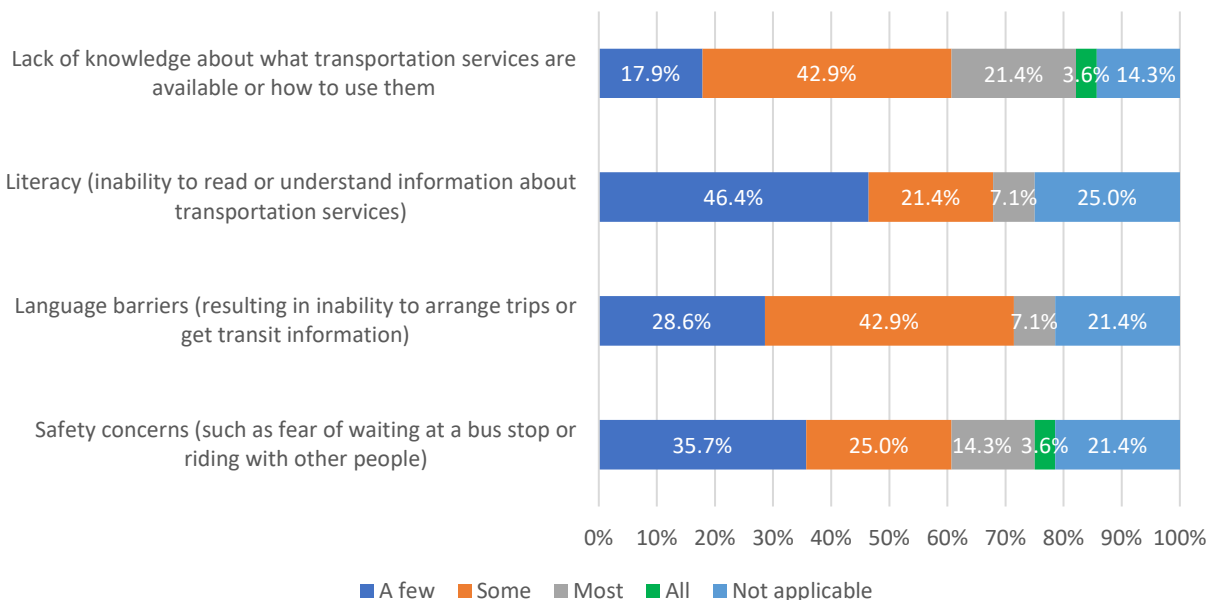
Q15: What transportation needs represent the most significant challenges for your clients? (Received 20 responses.)

- Finding affordable housing in proximity to a bus line
- Access to employment
- Access to cancer centers
- Access to healthcare/medical appointments
- Access to Wake Technical Community College (group transportation)
- Rides to medical appointments outside Wake County (typically Chapel Hill and Durham)
- Service reliability: GoWake Access
- Transportation for after school activities

Q16: For how many of your organization's clients do the following barriers prevent them from accessing the available public transit and human service transportation options? (24 responses).

Barriers to use of public transportation often fall into one of two categories: actual vs perceived. Examples of actual barriers may include service span (that is, the day /hours a transit service operates) or walking distance to nearest bus stop. By contrast, examples of perceived barriers may include safety concerns or perception a transportation service is not open to the perspective user. Perceived barriers are often best addressed through public engagement or education activities. Addressing actual barriers often require expenditure of additional operating or capital monies.

Exhibit D.10 Stakeholder Survey: Barriers to using existing transportation services



Q17: If language is a barrier impacting use of public transportation, which language(s)?

Responses were received from 21 organizations, three of which were “I don’t know” or “not applicable.”

Spanish was the most frequently-cited (non-English) language followed by Hindi. Other languages identified by survey participants include Chinese, Arabic, Burmese, and Urdu.

The Town of Morrisville cited four languages: Hindi, Chinese, Spanish, and Vietnamese.

Based on American Community Survey data for Wake County, the only non-English language which met the “Safe Harbor” guidance was Spanish. In order to gain “Safe Harbor” recognition, a language must be spoken by 5,000 persons or one percent of the resident population, whichever is less.

We recommend “language barriers” be agendaized for discussion at a future Mobility Coordination Committee meeting to assess how often public-facing transit/transportation staff encounter such languages; as well as the cost-effectiveness of producing transportation service information in such languages.

Q18: What other barriers prevent your clientele from using currently available transportation services?

Responses were received from 15 organizations, three of which were “don’t know” or “not applicable.” Additional responses were received via the staff survey.

As stated under Question 16, barriers to use of public transit/transportation can be either actual or perceived. Of the barriers listed below, some may best be addressed via targeted marketing and or public communications effort. We also suggest such barriers be explored further as part of future customer surveys conducted by the various transit/transportation providers.

- Cost/fare
- Ease of access (to bus stop)
- Fear of getting lost
- Long travel times
- Schedule/operating times and frequency
- Service dependability
- Safety, especially for LGBTQ+ individuals and women
- Unable to navigate ride-scheduling phone system
- Unaware of available services

Q19: Are there any other transportation services or programs you would most like to see for your clients?

Responses were received from 13 organizations, three of which were “don’t know” or “not applicable.” Additional responses were received via the staff survey.

- After-hours services for our clients
- Bus ambassador program to teach people how to ride/education programs
- Bus stops near all libraries
- Circulator routes. Wake County. Outlying regions.

- Holly Springs: transportation for seniors
- Micro-transit for medical appointments, outlying areas.
- Quicker service between rural areas and critical services such as food pantries and healthcare
- Sunday bus service: Cary to Raleigh
- Uber/Lyft vouchers

Q20: Does your organization currently receive any funding for transportation programs or services?

Responses were received from 22 organizations, half of which were “don’t know” or “not applicable.”

- Funding for Lyft rides
- CSS has transportation funding for persons 60+
- Wake County HHS contributes to GoWake Access
- SmartShuttle – Community Funding Area Program
- Funding for Uber rides (from Islamic Association of Raleigh)
- Receive FTA Section 5310 funding to support volunteer driver program
- SmartShuttle – CAMPO provides funding support
- Town of Apex funds GoApex Route 1 and GoApex door-to-door service
- Community Health block grants
- NCDOT: Rural Operating Assistance Program
- McKinney-Vento funding for unhoused students

Q21: What are the most significant challenges your organization encounters with respect to providing transportation services?

Given the important role which funding plays in the provision of quality, cost-effective public transit/transportation services, we recommend this topic be agendized for discussion at a future Mobility Coordination Committee meeting (both as an introductory overview as well as recurrent training. We also believe it would be of value for the new Mobility Manager to engage survey participants on an individual basis.

Exhibit D.11 Stakeholder Survey: Challenges to providing transportation

Challenges	Frequency
Lack of funding	68%
Lack of transportation services (within program area)	40%
Not part of our organization’s core mission	24%
Lack of funding to purchase vehicles	20%
Insufficient staffing	20%
Policy considerations (limitations on trip origin/destination)	20%
Insurance concerns	16%

Q22: What types of coordinated services might your organization be interested in learning about and/or participating in? (Multiple responses permitted. 25 respondents)

Exhibit D.12 Stakeholder Survey: Interest in coordinated services

Learn more about	Frequency
Coordinated outreach	56%
Sharing passenger trips	32%
Co-location of facilities	28%
Cooperative marketing	24%
Coordinated schedules	24%
Joint grant funding applications	20%
Cooperative travel training	12%
Cooperative fuel purchases	12%
Joint driver training	8%
Insurance cooperative	8%
Sharing vehicles	4%
Sharing dispatch software	4%

Q23: What support do you wish from CAMPO's new Mobility Manager?

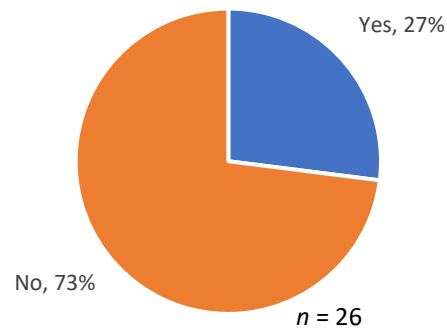
Responses were received from 19 organizations, four of which were "don't know," "none," or "unsure."

Key takeaways include:

- Education and information
- Advocacy with local elected officials
- Continue coordination efforts
- Service options regarding Sunday travel
- Enhance transportation options for older adults in Wake County
- Guidance regarding on-demand vs. circulator services
- Outreach to school districts regarding transportation needs
- Coordinate paratransit trips across providers
- Improve transportation options for unhoused women

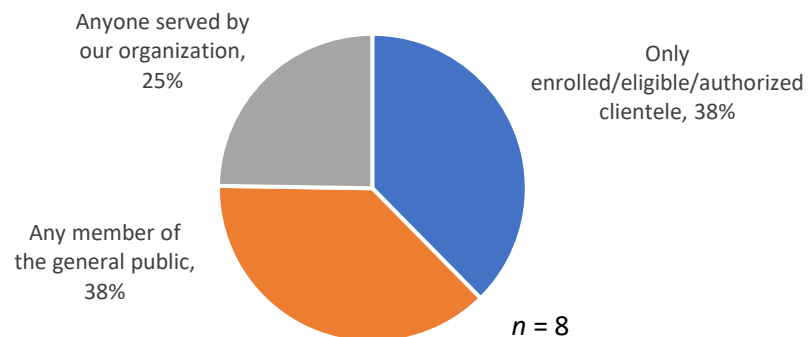
Q24: Does your organization directly operate, contract for, or subsidize any kind of transportation service or program?

Exhibit D.13 Stakeholder Survey: Provision of transportation service/program



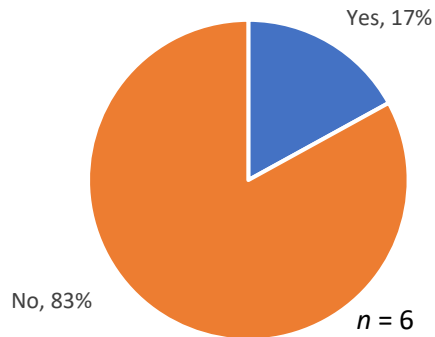
Q25: Who is eligible to participate in the transportation program or support services provided by your organization?

Exhibit D.14 Stakeholder Survey: Eligibility for transportation service/program



Q26: Do you currently receive funding under FTA Section 5310?

Exhibit D.15 Stakeholder Survey: FTA Section 5310 recipient



Q27: If “No,” have you ever considered applying for Section 5310 funding? Why or why not?

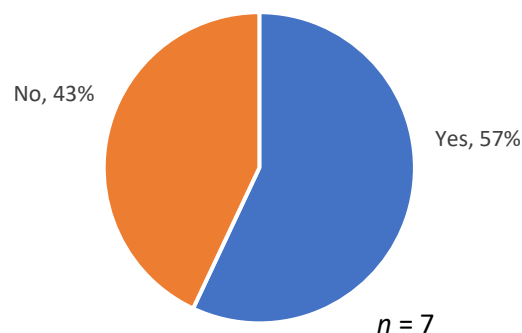
The four responses include (verbatim): 1) The Town has focused on the Smart Shuttle, 2) No, 3) Have not considered it seriously before due to capacity constraints and planning needs; but may in the future, and 4) Just applied through CAMPO.

Q28: Does your organization intend to continue its transportation program during the next five years?

One hundred percent (Seven respondents.)

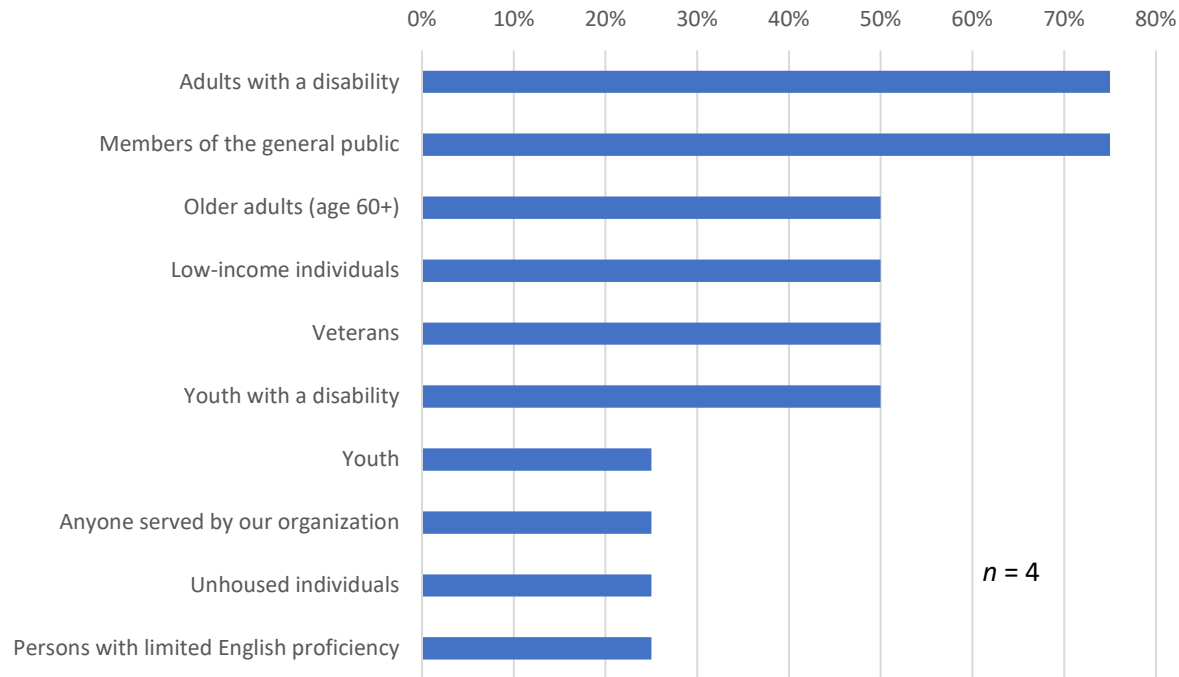
Q29 :Do you operate a transportation service (either directly, under contract, or through volunteers)?

Exhibit D.16 Stakeholder Survey: Operation of a transportation service



Q30: Describe the clientele service by your transportation service. (Select all that apply.)

Exhibit D.17 Stakeholder Survey: Population served by transportation program



Q31: What types of trips does your service provide? (Multiple responses permitted.)

Exhibit D.18 Stakeholder Survey: Trip purpose

Service provided	Frequency
Any trip purpose	50%
Work or school	25%
Healthcare/non-emergency	25%
To/from day programs	25%

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Appendix E | Transit Operator Stakeholder Survey Analysis

Q1: What mode(s) of service does your agency operate? (Multiple responses were permitted.)

Exhibit E.1 Transit Operator Survey: Mode operated

Mode	
Fixed-route	67%
ADA paratransit service	67%
On-demand micro-transit service	44%
Contracted human services transportation	44%
Senior paratransit service	33%
General public dial-a-ride service	22%
Other	22%

Q2: What are the operating days and hours of your transit service(s)?

Four of the operators provide service across a seven-day week. The balance operate Monday-Saturday, some with reduced hours on Saturday. One operator (NCSU Wolfline) tailors its service to the University's in-service periods.

The smaller operators typically provide service until 6 p.m. or 7 p.m., while the larger operators may go as late as midnight. In some instances, service hours vary by individual route.

Q3: What federal, state, and local funding sources do you receive?

Most of the operators receive the typical federal transportation funding: FTA Sections 5307, 5311, etc. All operating costs for the NCSU Wolfline are covered by student fees and/or internal NCSU Transportation funds. The smaller programs reported receiving some State Rural Operating Program (ROAP) funds, Mid-Carolina Community Services Health block grants, human services fee-for-services monies, and general farebox revenues.

Q4: If you have been contracted to promote transportation services on behalf of a human services providers identify same.

Harnett Area Rural Transit System (HARTS) has an MOU with Harnett County DSS. Kerr Area Transportation Authority (KARTS) receives funding from Senior Services, DSS, Vocational Rehab, Salvation Army, and nursing facilities.

Johnston County Area Transit Services (JCATS) receives funding from Community & Senior Services of Johnston County, Johnston County Industries, NC Vocational Rehab, UNC – Johnston Health, Johnston County Department of Public Health, and Community Action.

Q5: Do you provide bulk passes or fare media to any organizations? Are these provided at face value or at a discounted rate?

Approximately one-half of the respondents provide bulk media (for example, the GoPass). Some operators offers these fare media at face value, while others offer some discounts. For example, qualifying individuals may purchase day passes in bulk (that is, six or more) at a 15 percent discount. Non-

profit organizations may be eligible for a 25 percent bulk discount. One participating purchaser is Central Carolina Community College (Harnett County campus).

Q6: Do you provide any services (such as maintenance) to any other transportation organizations.

GoTriangle administers the Bus Stop Improvement Program for Durham County and Go Durham. GoWake Access provides ADA service to the Town of Cary. GoCary provides turn-key transit services to the Town of Apex and Town of Morrisville.

Several of the following questions were asked not only of participants in the Transit Operator leadership survey, but also of staff in a separate, anonymous survey. Fifteen responses from staff at GoTriangle, GoTriangle Access, JCATS, and KARTS were received. Those responses have been included in Questions 7 through 9 and 11 through 13.

Q7: What would your organization like to get out of the Coordinated Plan process? What kinds of strategies or recommendations would benefit your organization the most?

Common themes of operator comments in response to this question were better regional coordination/connectivity regarding services, increased funding for operations and vehicles, and identification of opportunities for sharing resources.

Exhibit E.2 Transit Operator Survey: Desired benefits of Coordinated Plan process

Operator	Comment
GoCary	<ul style="list-style-type: none"> We would like to see strategies/recommendations to create a more comprehensive system for non-fixed route travel throughout the region.
GoRaleigh	<ul style="list-style-type: none"> Our service is “fixed” in nature or operates within a defined zone. We are glad to coordinate with other agencies that operate within our service area.
GoTriangle	<ul style="list-style-type: none"> Less paperwork and more time for actual implementation? That always sounds like a winner to me. Dedicated funding opportunities to address current and future needs. Better understand what strategies are currently in place. Consolidated paratransit services that are easy to share with employers and residents in the region. Regional coordination plans and providing a grace period to evaluate success prior to an agency moving on from the project or initiative.
GoTriangle Access	<ul style="list-style-type: none"> Affordable rides for lower income families. Perhaps providing more customer input. Better ideas to serve the community.
GoWake Access	<ul style="list-style-type: none"> Strategies to better coordinate with other rural providers, possible hub stations, and transfer stations.
HARTS	<ul style="list-style-type: none"> A coordinated plan can help with strategies for sharing resources.
JCATS	<ul style="list-style-type: none"> Regional connectivity to other systems would be desirable. More funding to be able to help everyone that needs transportation, no matter the demographics. Better pay for drivers, ability for them to get overtime and a bonus. Drivers are the lifeblood of the organization. More funding for vehicles.

Operator	Comment
KARTS	<ul style="list-style-type: none"> Operational funding and newer technology. Partnerships with other agencies. Education and information on public transit agencies. An ongoing recruitment process through job fairs, community colleges, and community events. Route coordination for smoother day-to-day operations and better laid out planning structures for functionality.
Wolfline	<ul style="list-style-type: none"> Historically, NC State Wolfline has been set aside as an independent entity, distinct from the other transit services in the CAMPO area. It is true that Wolfline's main goal is to serve students and connect campuses, leading to a condensed service area. We do, however, provide high frequency service to a number of transit dependent communities adjacent to campus (many of whom are students without a car). Because Wolfline does not travel far outside the campus area, these transit dependent individuals rely on a number of city and regional transit lines to go to work, get groceries, etc. I think continued coordination between transit agencies is crucial in serving these populations, as Wolfline would not be able to meet their needs alone. We are doing a good job, I would like to see this continue.

Q8: What are your biggest challenges with respect to providing effective and efficient transportation services?

The primary challenge cited by nearly all of the operators was providing sufficient service to meet the needs of the communities they serve. In some cases, the cause is the expansion of the service area and/or a greater demand for trips, which stretches existing resources. In others, driver and/or vehicle shortages further complicate capacity issues. Both of these distill down to a need for additional funding to recruit and hire more staff and/or purchase more vehicles in order to better meet the demand for services.

Exhibit E.3 Transit Operator Survey: Transportation challenges

Operator	Comment
GoCary	<ul style="list-style-type: none"> Capacity – we are not currently experiencing a staffing shortage, but we have in the past and we never know what may impact that in the future. I think there are also opportunities to better align the Tier 2 and Tier 3 services we currently offer through our Door to Door program on a regional level to make it more effective/efficient for customers.
GoRaleigh	<ul style="list-style-type: none"> Having enough vehicles and or operators behind the wheel.
GoTriangle	<ul style="list-style-type: none"> Financial boundaries at each county line when service and trips don't really care where the county line is. New revenue opportunities. Disjointed services with varying operational hours, etc. Replacing our older fleet since the stalling of purchases that COVID presented and meeting operator shortage issues while still trying to expand services for areas surrounding our urban center that have limited transportation options for areas such as Holly Springs and Apex. Dedicated funding and cumbersome application process.
GoTriangle Access	<ul style="list-style-type: none"> Service area expansion Demographics, accessibility
GoWake Access	<ul style="list-style-type: none"> Our biggest challenge is capacity. The demand far exceeds what we can provide. Alternative transportation requests or expanded services.

Operator	Comment
HARTS	<ul style="list-style-type: none"> Out-of-county medical appointments and dialysis treatment trips sometimes conflicts with efficiency, otherwise HARTS maintains public transit E & E strategies.
JCATS	<ul style="list-style-type: none"> Johnston County needs a dedicated funding model for public transportation in order to ensure sustainable service. (vehicle fee, etc.) Not having enough vehicles Replacing good drivers is difficult. Turnover has become more frequent. I believe this is due to pay that is insufficient. With the growth with in Johnston County, our major yet minor is keeping up with the growth, and having vehicles to service the Clayton area. Law of business is supply and demand. We are tasked with fighting a giant with a fleet of 36 vehicles. Staffing
KARTS	<ul style="list-style-type: none"> Hiring and retaining competent staff. Competent staff and drivers. Large rural geographical area. Not enough drivers or support staff in the office. Ongoing training for staff and drivers throughout the year. Currently not having enough staff to cover our needed daily route schedules.
Wolfline	<ul style="list-style-type: none"> Driver shortage. Service hours are currently only 70% of pre-pandemic levels. The lack of personnel is forcing Wolfline to reduce service in auxiliary areas and focus mainly on the connections between campuses. As a result, peripheral areas (where more and more students are living due to rising housing costs in the campus core area) are seeing less reliable service. As NCSU continues to grow, service will only worsen if staffing levels are not fixed. Construction/Detours. While one road closure may not severely impact affect larger area systems, Wolfline operates in such a small service area that road closures of main pathways may affect up to 7 of our 10 routes. For the past few years, Wolfline has been dealing with a plethora of construction projects on and around campus that have forced major detours. The result is a different route patterns semester to semester, leading to confusion and frustration of passengers. While it's mostly unavoidable, it has had a major impact. Mobile App Tracking Issues. Transloc was having problems for the past few years, so we are switching over to Passio, but they are having a number of issues as well. Reporting is unreliable, tracking is spotty, and passengers end up frustrated and confused.

Q9: What resources or support would you need to address those challenges?

As alluded to in the prior question, additional funding is one of the primary resources needed to address the challenges cited. Others include the creation of transportation hubs, better marketing, coordinated driver recruitment, technical assistance with IT, and better information-sharing regarding road closures and construction. JCATS also cited a need for improved advocacy for local and regional transit programs with local elected leadership.

Exhibit E.4 Transit Operator Survey: Resources needed to address challenges

Operator	Comment
GoRaleigh	<ul style="list-style-type: none"> Better recruiting pay and benefits.
GoTriangle	<ul style="list-style-type: none"> Good marketing materials for all the services offered in the region. Funding for new buses and strategies for operator retention and recruiting. Dedicated funding that is easy to access. Restructuring of the separate county workgroups to a single, regional entity. I also don't know the stats for our operations and hopefully someone in operations or service planning can fill in the gaps.
GoTriangle Access	<ul style="list-style-type: none"> Transportation hubs – this would allow GoTriangle to stretch out further and provide more of our services outside the Triangle area. More available funding.
GoWake Access	<ul style="list-style-type: none"> Improve route planning or other alternatives.
HARTS	<ul style="list-style-type: none"> Additional staffing would help with challenges; we have the assets but not the staffing at previous levels. Pre-pandemic HARTS had 13 FTE drivers and 25 PTE.
JCATS	<ul style="list-style-type: none"> More vehicles. More funding for staff would cut down turnover and create a happy work environment for the employees. A budget that would meet our 10-year goal, that goal which suggested 50 vehicles. Funding Our local elected leadership needs to be better informed of our local and regional impact. This needs to come from state and federal leadership.
KARTS	<ul style="list-style-type: none"> Higher starting pay, more understanding of the coordination of pick-ups and drop-offs. Ongoing recruitment and training. New tactics for better employment retention and process to bring new employees in for a lower pay rate than they are used to with bigger organizations. Ability to increase salaries would be greatly beneficial
Wolfline	<ul style="list-style-type: none"> If there was a regional coordination effort to fill driver positions, it may help. Currently, the market is cutthroat and transit providers are doing all they can to steal from other agencies to help their own service. There must be some way to regionally organize and train more people to fill open positions. On-campus detours are our own issue to deal with, but better coordination is needed from City of Raleigh, NCDOT and NCSU to inform affected transit agencies of planned construction and closures. More than a few times I have received a call in the morning that a major road is closed and was never informed ahead of time. I'm not sure what can be done on a CAMPO regional level, but I'm sure I'm not the only agency that deals with this. I would love an IT professional or bus mobile app expert to help set up our system. It's just me, and I don't have the expertise to effectively set up the system. We are mired with tech issues and I need some help, maybe from CAMPO.

Q10: What percentage of your revenue fleet is ADA-accessible?

Of the operators which responded, all but two (HART and KARTS) indicated a 100-percent accessible fleet.

Q11: Based on your interactions with customers and stakeholders in your service area, are there any transit needs you believe are not being met?

Many of the comments in response to this question cited a need for reliability, increased frequency, expanded service days or hours, and an expanded service area. Others indicated a lack of public awareness, a need for Spanish-language service information and outreach, and micro-transit or on-demand service. Specific areas cited in the responses included the western and southern parts of Cary, Fuquay-Varina, Holly Springs, and Clayton.

Exhibit E.5 Transit Operator Survey: Transit needs not being met

Operator	Comment
GoCary	<ul style="list-style-type: none"> We continue to receive feedback about service needs in the Western and Southern parts of Cary. We are just kicking off a study to look at alternative ways to serve these areas, such as micro-transit, while the density/demand builds to a point where fixed route service could be supported.
GoTriangle	<ul style="list-style-type: none"> Reliability. More services in areas that are not currently in a service area and the ability to use one service in multiple jurisdictions. Currently, we are working to meet the growing need for midday service as opposed to peak time service. Remote work, COVID and other factors have shifted when people are most likely to need public transit and it is taking time to meet those needs. Increased frequency and expanded service outside our usual geographic area. Increased frequency throughout the day and expanded coverage area throughout the Triangle.
GoTriangle Access	<ul style="list-style-type: none"> More transportation options – providing vehicles to utilize like a taxi service. I think need of the Hispanic community is not being made because of the language barrier.
GoWake Access	<ul style="list-style-type: none"> Micro-transit service in Fuquay and Holly Springs. Service the expands to the weekends and late nights.
HARTS	<ul style="list-style-type: none"> The county's senior centers are not operating as pre-pandemic, and although we have reached out to senior centers, we are not getting the same amount of passengers; dialysis pax dominate our daily schedules and with increasing patient numbers, it has curtailed other trip accessibility. couple this with staffing and budget shortfalls our passenger numbers have dropped
JCATS	<ul style="list-style-type: none"> Public awareness is an issue. I talk to a lot of people that do not even know that the services exist. Advertising would help. Clayton area complaint is now having the QuickRide/Micro-transit in that area. As we explain, we have to have the vehicles to accommodate the need, and the funding resource is not available at this time. Micro-transit service in the Clayton area.
KARTS	<ul style="list-style-type: none"> Second and third shift transportation, as well as transportation to drop children off at daycare prior to employment drop-off. I think with additional vehicles and more drivers we would be able to take more trips instead of capping off at capacity of what we currently have. Evening and weekend service to include Sunday.

Operator	Comment
Wolfline	<ul style="list-style-type: none"> I think Wolfline generally meets the needs of the community, but as I stated, our service is very strained by high demand and lack of resources resulting in less-than-optimal service.

Q12: Regarding CAMPO's new Mobility Manager: What type of support would benefit your organization the most?

Two primary requests arose from this question. The first was a need for a regional view of transportation, one that would foster understanding of all the transportation options available. The second was a desire for better coordination with local agencies regarding opportunities for funding, coordination, and resource-sharing.

Exhibit E.6 Transit Operator Survey: Desired support from Mobility Manager

Operator	Comment
GoCary	<ul style="list-style-type: none"> Better alignment of the Tier 2 and Tier 3 services we currently offer through our Door to Door program on a regional level to make it more effective/efficient for customers.
GoTriangle Access	<ul style="list-style-type: none"> Coordination – it would allow our company to be more organized allowing efficiency. More efficient vehicles for individuals with mobility issues.
GoTriangle	<ul style="list-style-type: none"> Outreach support Regional thinking is needed. Our counties, cities and agencies have very unique needs but, GoTriangle is uniquely positioned to address needs for those who need all of these entities to consider how they are getting from one community to another despite how we're divided up. Understanding the region and all the transportation options available would be helpful. Coordination with regional TDM staff. Understanding all the transportation options available to the citizens to foster regional connectivity.
GoWake Access	<ul style="list-style-type: none"> Increased coordination services with rural providers, route planning
HARTS	<ul style="list-style-type: none"> Staying in touch and updates as to how program progresses is paramount. At this time, Harnett appears to be outlier, however, i support the effort to combine resources especially over the long haul and once the program is up and running. i guess the greatest support is to NOT forgetting that Harnett is late to program and planning.
JCATS	<ul style="list-style-type: none"> Advertising, public relations, working directly with drivers to meet their needs. How to use the resources we have to stay ahead of the demand. Mapping, quarterly growth, funding for 45-foot vehicles along with bus stops, etc. Grant assistance We need to educate our local leadership on the regional value of our public transit system.
KARTS	<ul style="list-style-type: none"> Educating others on public transit. Seeking other grant opportunities and helping with scheduling efficiencies
Wolfline	<ul style="list-style-type: none"> IT: Mobile Tracking App support/expertise

Q13: Additional comments

Most of the comments provided in response to this question reinforced challenges and concerns cited in previous responses.

Exhibit E.7 Transit Operator Survey: Additional comments

Operator	Comment
GoTriangle	<ul style="list-style-type: none"> • We are looking forward to working with the new regional mobility manager to extend both our respective outreach efforts. • Our agency is returning to fares July 1 and others will not be so, coordination and clear communication for which agencies have fares will be needed in the very near future for a smooth transition back to fares. • We struggle with our role as the initial provider in emerging transit markets--it's a needed function but it impacts our productivity numbers.
GoTriangle Access	<ul style="list-style-type: none"> • Go Triangle provides a wonderful service to the elderly and disabled. Which allows them to travel outside the city, they live in providing more opportunities such as medical specialist which may not provide services in their area. • We service a delicate population of the community. It takes special certain individuals to accommodate certain individuals
JCATS	<ul style="list-style-type: none"> • Our fleet accommodates all passengers with or without mobility devices, our fleets accepts 99-100 percent of its rides, however with limited vehicles, and faithful passengers we need the funding to operate at 100%...99.9 won't work. • We have been fortunate to receive one-time discretionary grants. Going forward, Johnston County needs to develop a sustainable funding model to enable consistent long-term service planning and implementation.
KARTS	<ul style="list-style-type: none"> • We serve an aging population with many dialysis passengers who could use assistance with paying for their transportation costs. Many of these fall between the cracks of other pay sources.
Wolfline	<ul style="list-style-type: none"> • Wolfline operations are contracted out to Transdev. I am the only staff member directly involved in Wolfline administration at NC State.

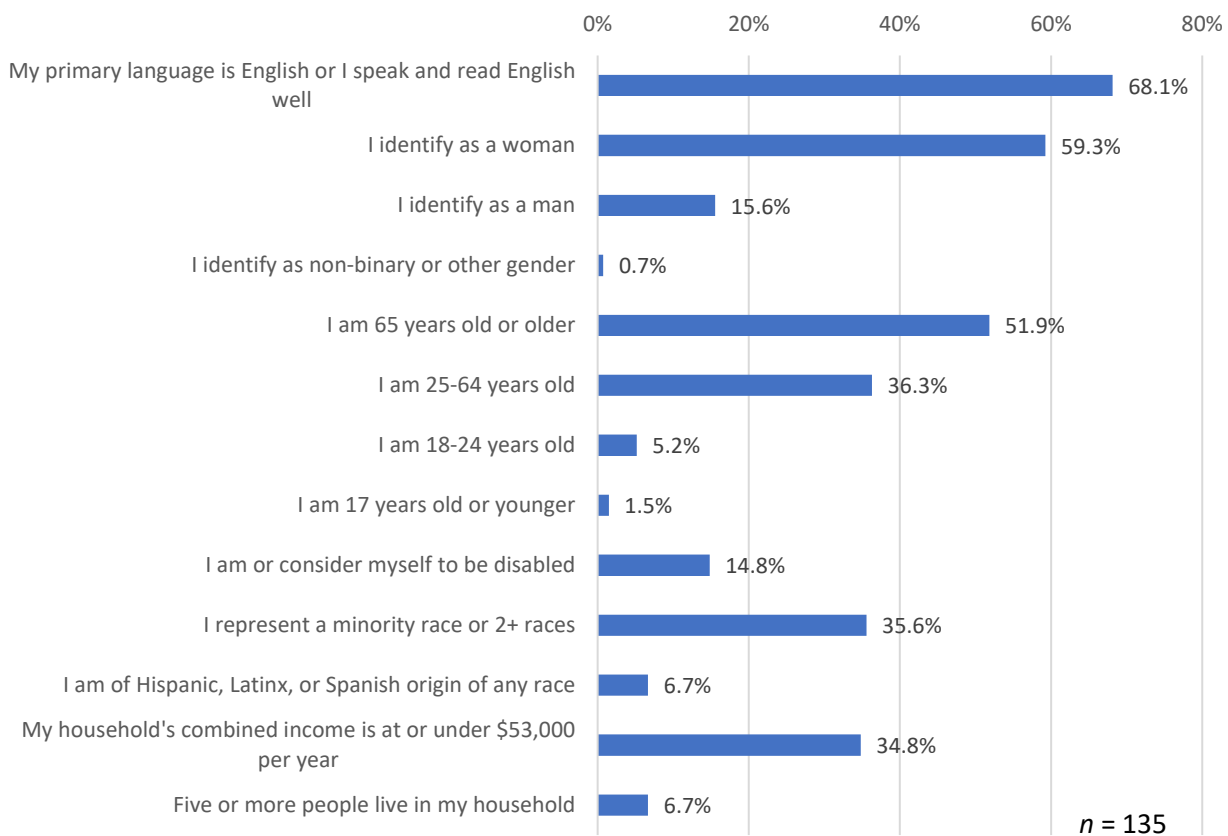
Appendix F | Community Survey Analysis

Question 1: Demographic question. (Self-selected. Multiple responses permitted.)

While the community survey was open to the general public, a key objective was to encourage participation from historically transportation-disadvantaged individuals such as seniors, persons with disabilities, and low-income individuals. Based on a review of the demographics listed above, it appears the focus of the survey was successful. Three demographic cohorts bear this out: 52 percent of survey participants self-identified as age 65 or older, 36 percent self-identified as minority or combined race, and 35 percent cited living in a household with an annual income of \$53,000 or less (which ties in with the cohort regarding “living in a household with five or more”).

This question was worded so as to be consistent with other data collection efforts undertaken by Wake Transit.

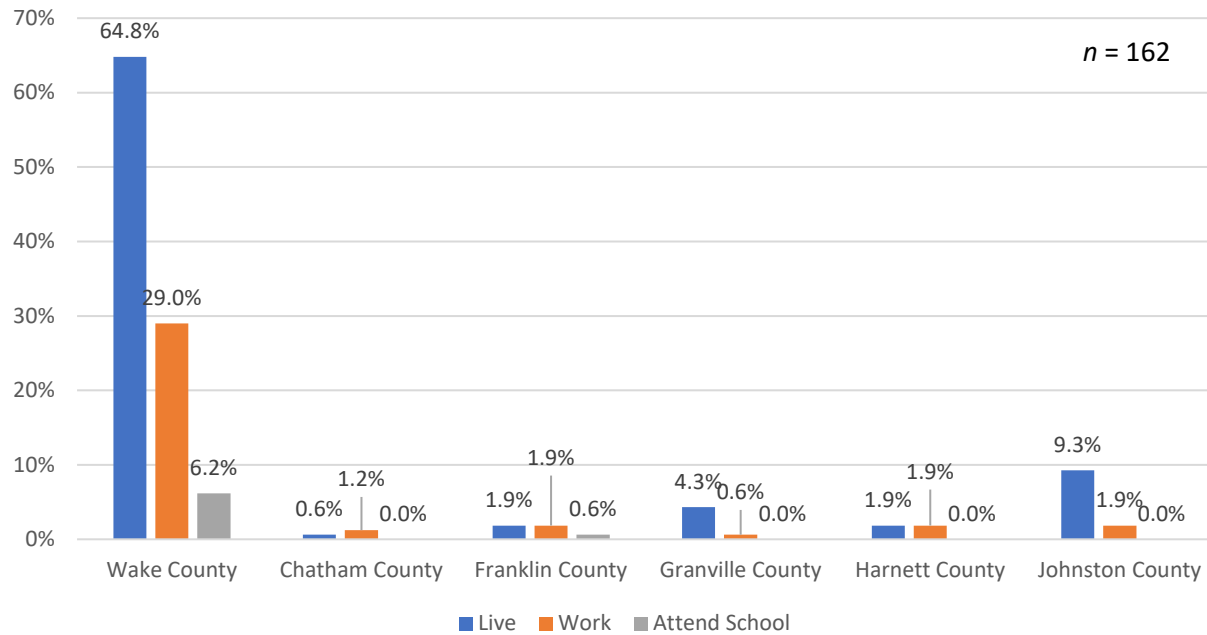
Exhibit F.1 Community Survey: Demographics



Question 2: In what county do you live, work, or attend school?

The project area included Wake County and portions of five other counties: Chatham, Franklin, Granville, Harnett, and Johnston. Wake County is the most populous, and features the greatest incidence of typical urban land-use. As such, the “residence” data is not surprising.

Exhibit F.2 Community Survey: County of residence/work/school



Question 3. What is the closest city or town to where you live?

Not surprisingly, given the responses to Question 2, the majority of respondents live nearest to a community in Wake County. Zebulon had the most responses, followed by Garner and Raleigh.

Exhibit F.3 Community Survey: Nearest city or town to residence

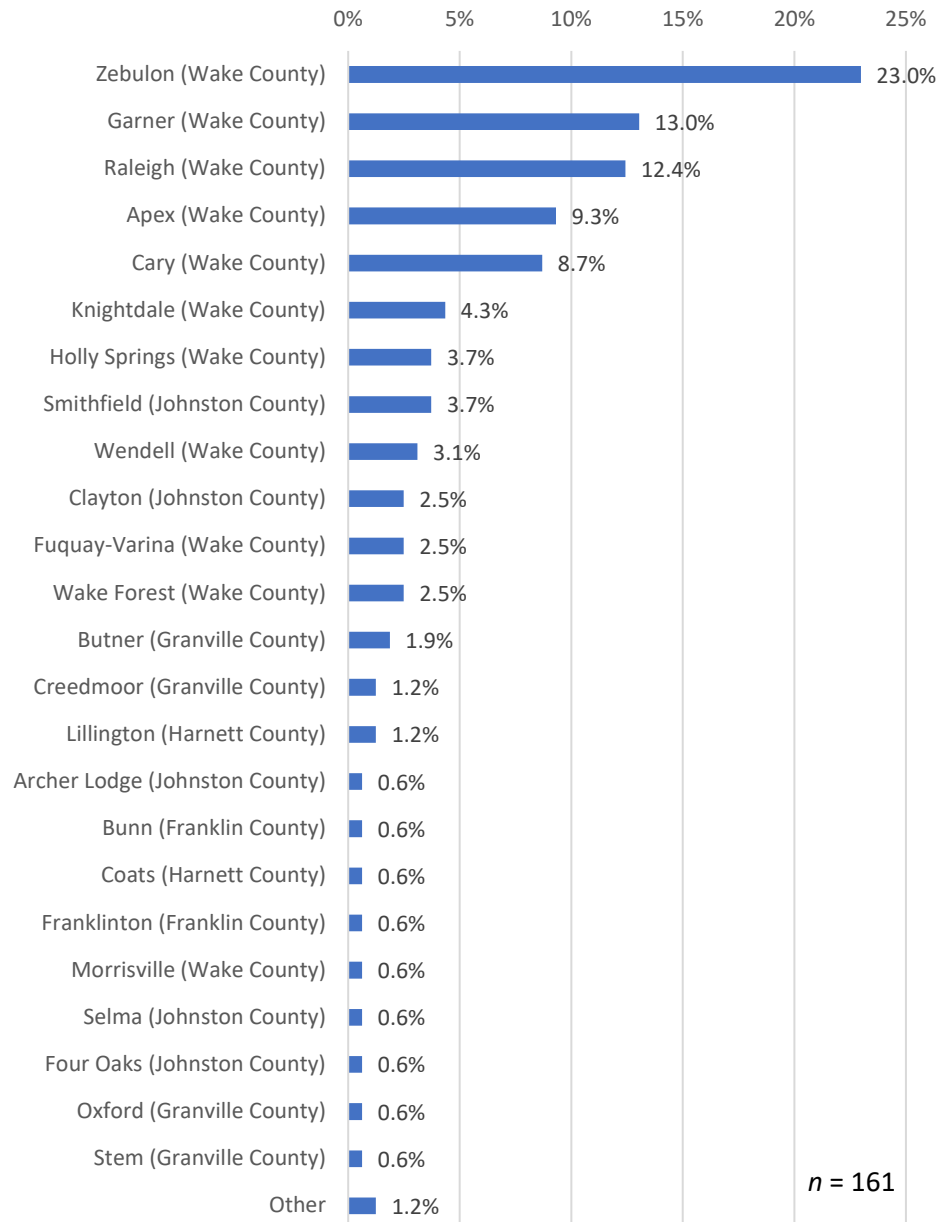
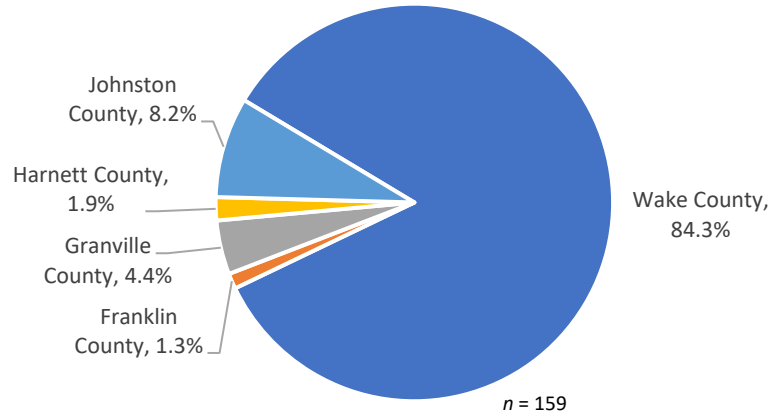


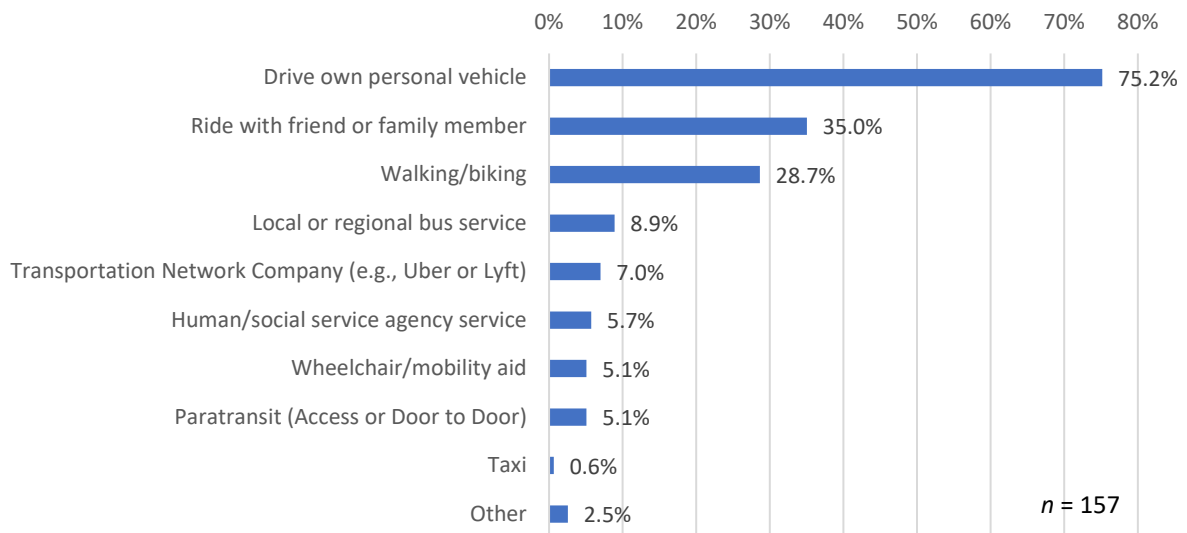
Exhibit F.4 Community Survey: Nearest city or town to residence (by county)



Question 4: What types of transportation do you use on a regular basis? (Multiple responses permitted.)

As with many others areas of the nation, the personal vehicle is the predominate travel mode. That said, public transit garnered a 14 percent response, if you combine “regional bus service” with “paratransit.” This is not insignificant, and suggests public transit within the study area is perceived as a quality and affordable mobility alternative.

Exhibit F.5 Community Survey: Current travel mode



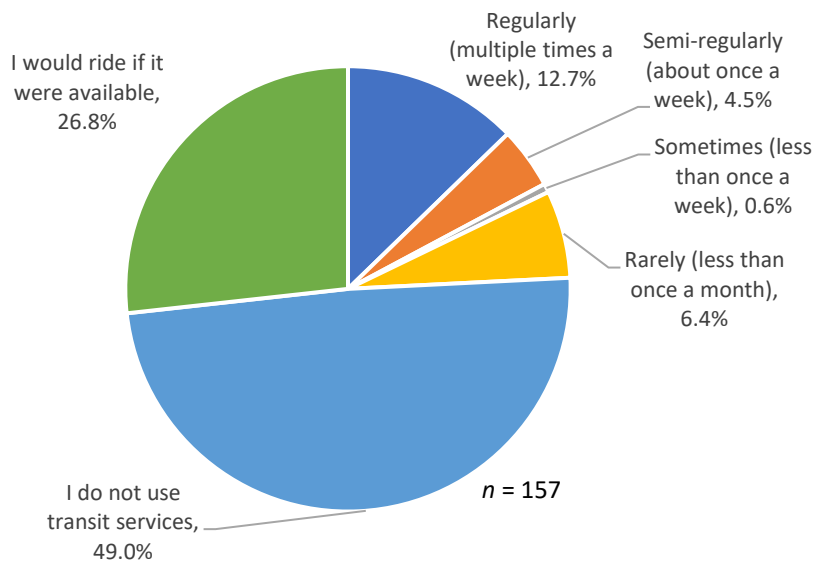
What is interesting is the “walk/bike” response of 28.7 percent. While the combined response option prevents further analysis as to mode split, it does suggest the importance of safe/quality bus stops, the importance of the connecting pedestrian network, and the importance of the link between bike and public transit.

Question 5: How often do you use public transit?

Transit riders and non-riders were split almost evenly. Nearly 13 percent indicated riding multiple times per week.

Of particular interest are the more than 25 percent of total respondents who indicated a willingness to use transit “if it was available.” This could reflect current transit riders who would also use a new or different service if it became available. Such as a weekday rider who would also ride on Saturday and/or Sunday if such service became available. It could also reflect historic non-riders who would use public transit if the service was accessible and/or addressed their mobility needs.

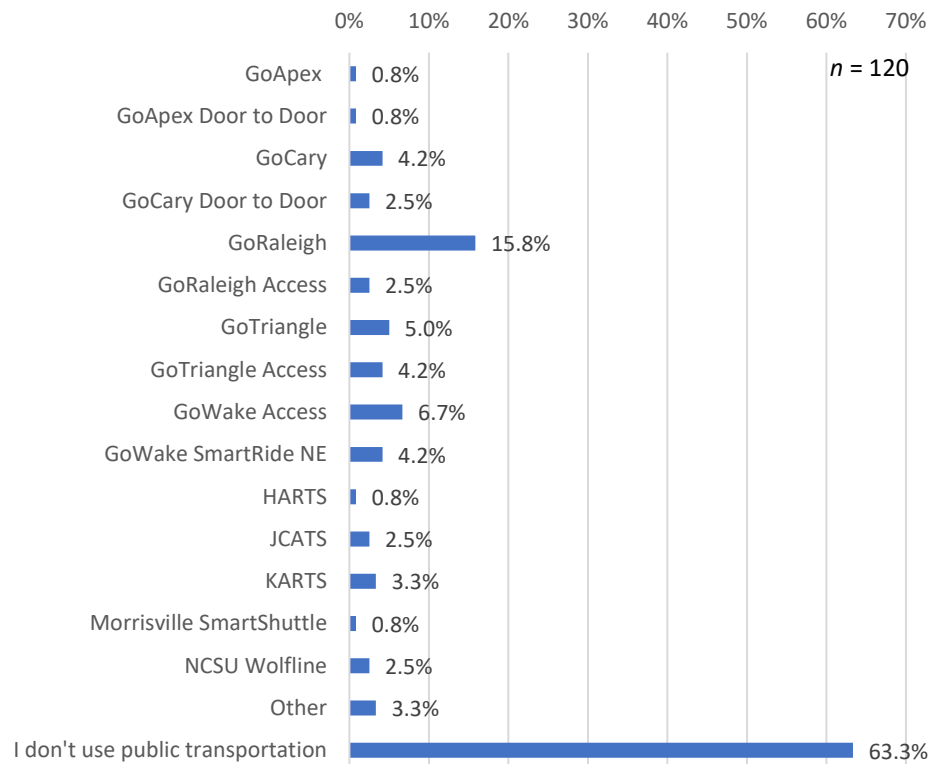
Exhibit F.6 Community Survey: Public transit use



Question 6: Which public transportation services/s do you use? (Multiple responses permitted.)

We believe the survey data suggests two things. First, survey participation was greatest for/from those transit operators with the highest annual ridership. Second, survey participation was spread across all transit services within the six-county project area, even for the smaller operators.

Exhibit F.7 Community Survey: Public transit services used

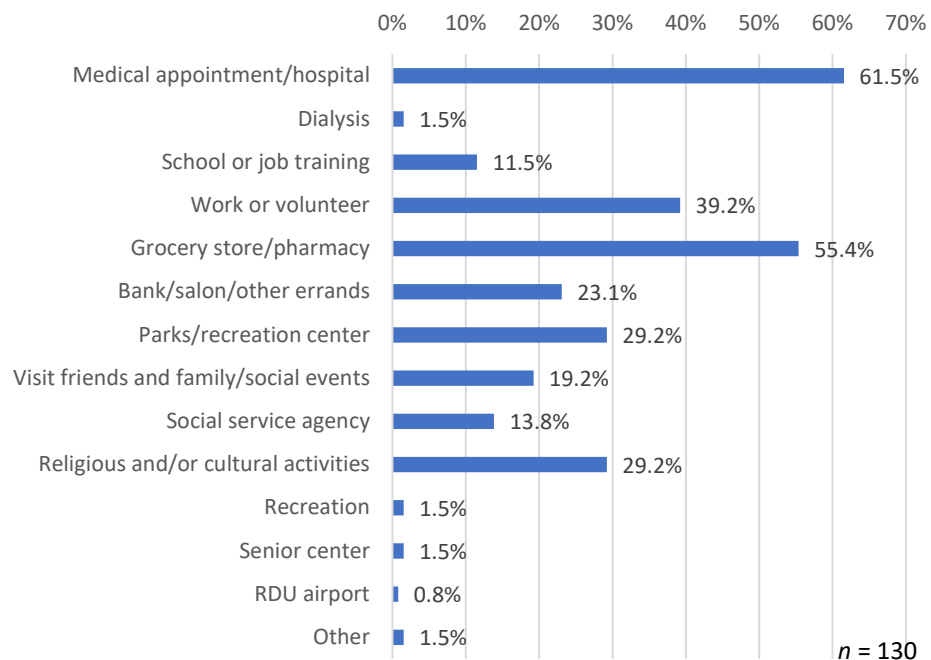


Question 7: Select three destinations you need to travel to most often.

Given the demographics discussed in Question 1, it is not surprising that the two most popular travel destinations are medical/healthcare and grocery store-pharmacy. Most people travel to a grocery store at last once per week. Further, the “older adult” skew of the survey respondents often suggests higher than average frequency of medical care visits.

Travel to/for faith-based activities often is contingent upon the availability of Sunday service.

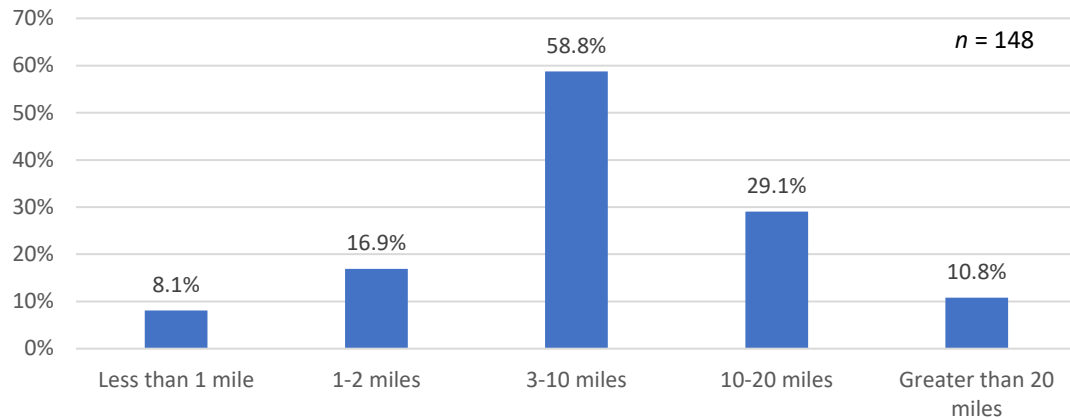
Exhibit F.8 Community Survey: Common travel destinations



Question 8: How far from your house are the places you most often need to go? (Multiple responses permitted.)

We believe this data provides possible insight regarding defining of future on-demand service areas.

Exhibit F.9 Community Survey: Typical distance from travel destination



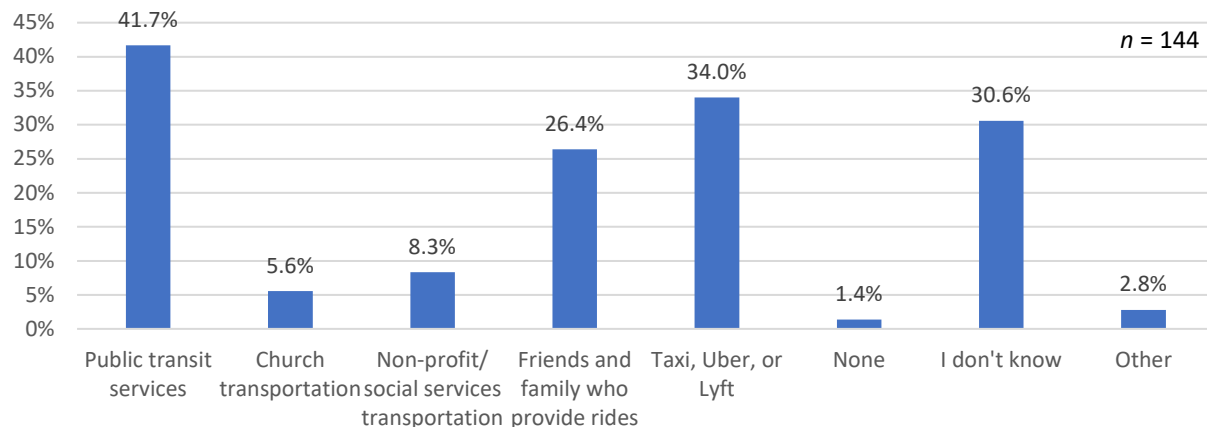
Question 9: Select the transportation services available in your area. (Multiple responses permitted.)

We conclude the relatively high incidence of “I don’t know” responses suggests persons for whom transportation is not a currently an issue or concern perhaps due to vehicle ownership and/or ready access.

Some level of publicly funded transportation is available throughout most of the six-county study area. This may range from traditional fixed-route transit service to more modest community-based paratransit and/or on-demand services.

What is interesting is the number of responses indicating availability of Transportation Network Company services such as taxi, Uber, or Lyft. We suspect this is likely focused on the more urbanized portions of the study area.

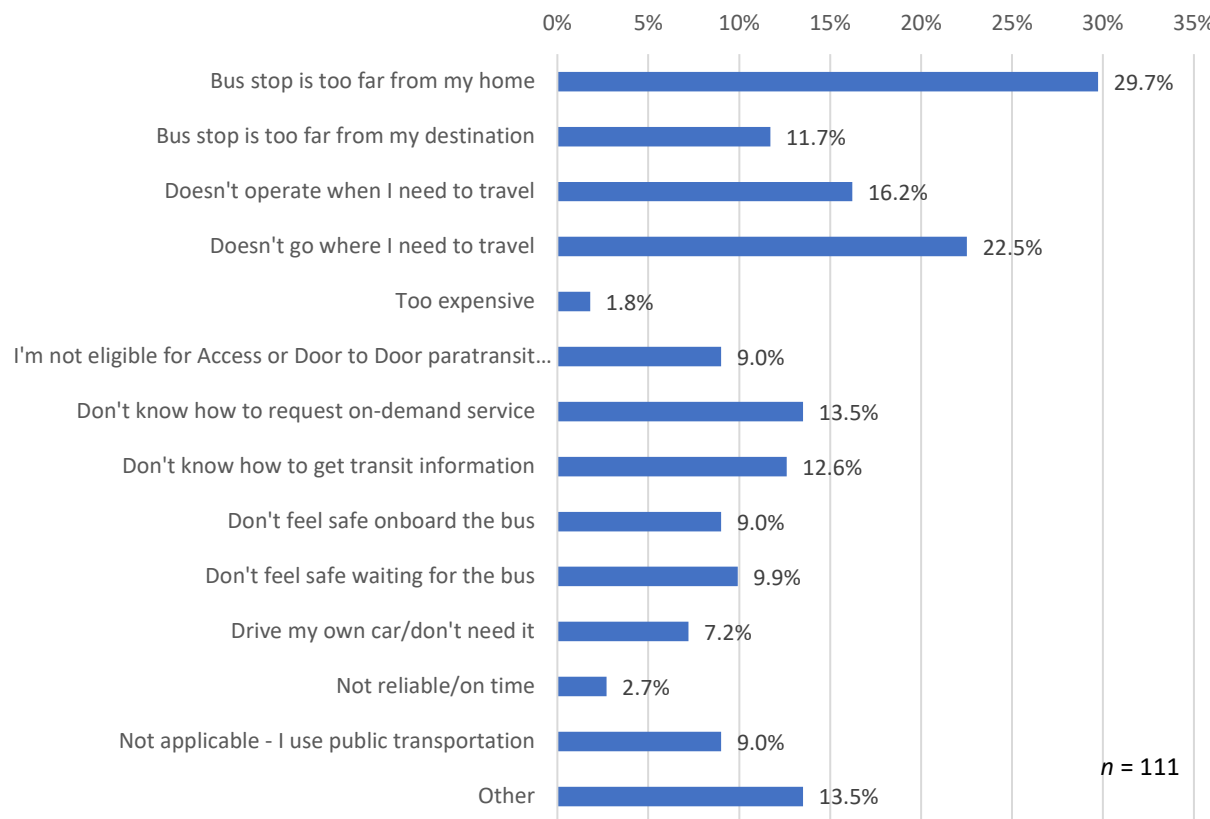
Exhibit F.10 Community Survey: Transportation services available



Question 10: Assuming there is public transportation in your community, why don't you use it? (Multiple responses permitted.)

Ongoing public transit market research often reveals three key decision-making factors when considering public transit as a travel alternative: convenience (usually defined as access to bus stop), service reliability, and price. In some instances, barriers are actual (i.e., distance from patron's home to nearest bus stop) while in others it is perceived (e.g., too expensive, don't feel safe onboard, or doesn't go where I need to travel).

Exhibit F.11 Community Survey: Reason for not using public transportation



While there is often a temptation to introduce new/additional service, we recommend our clients first consider the design and implementation of a targeted public education campaign. Targeting both specific service offerings as well as prospective customer demographics.

When reasons for not using public transportation are broken down by age, seniors (age 65 and older) were most likely to cite a bus stop too far from home or not knowing how to request on-demand service. Non-seniors (those under age 65) were most likely to cite a bus stop too far from home or public transportation not traveling where they need to go.

Exhibit F.12 Community Survey: Age vs. Reason for not using public transportation

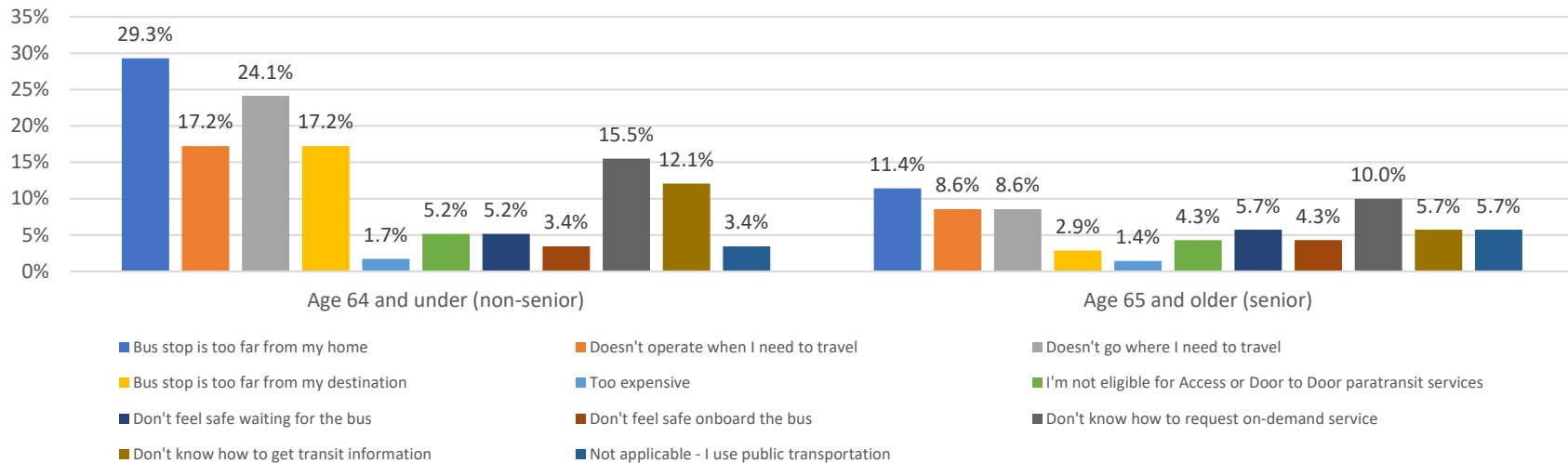
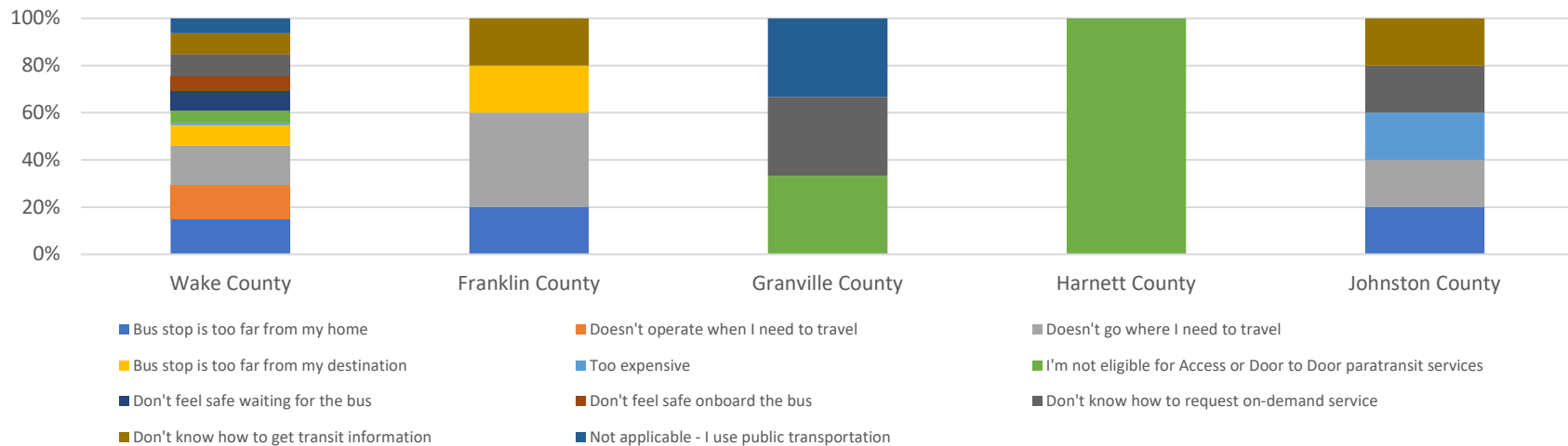


Exhibit F.13 Community Survey: Home county vs. Reason for not using public transportation

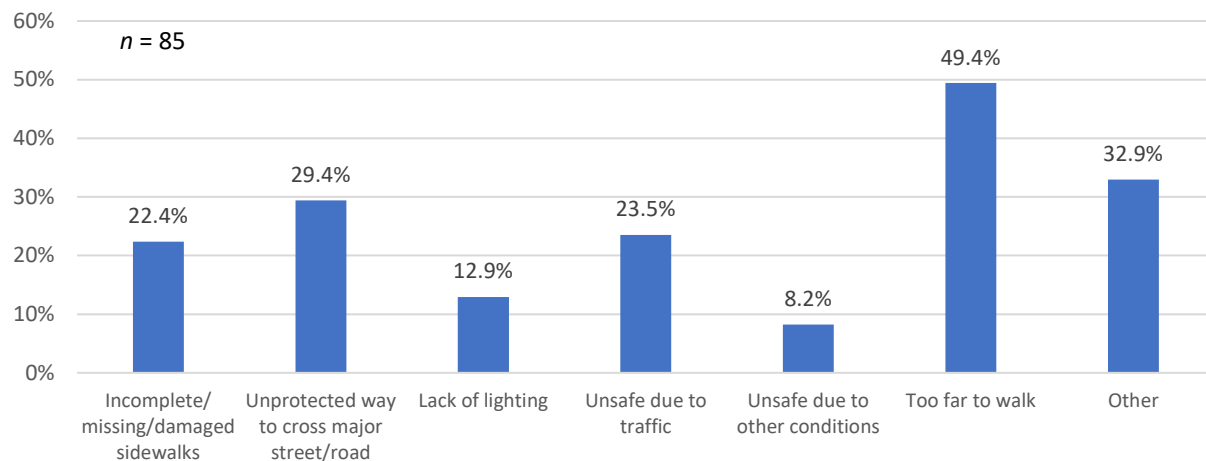


Question 11: Are there physical barriers which impact your access to public transportation? (Multiple responses permitted.)

The response “too far to walk” often refers to traditional fixed-route public transit service. As such, cost-effective on-demand service can often be a solution.

Nearly all of the remaining response options (excluding “other”) involve some aspect of safety, either actual or perceived. To address these concerns, we recommend our clients work with individual jurisdictions to objectively evaluate the placement and location of bus stops within the overall transportation/pedestrian network of the respective community, including an assessment of the path of travel from nearby residential communities and activity centers.

Exhibit F.14 Community Survey: Barriers to using public transportation



Of the responses provided, seniors (age 65 and older) were most likely to indicate public transportation was too far to walk. Non-seniors cited the same reason as well as unprotected crossings of major streets and roads.

Not surprisingly, responses from Wake County and Johnston County (the only counties with fixed-route transit) were the only one with respondents citing a large range of reasons.

Exhibit F.15 Community Survey: Age vs. Barriers to using public transportation

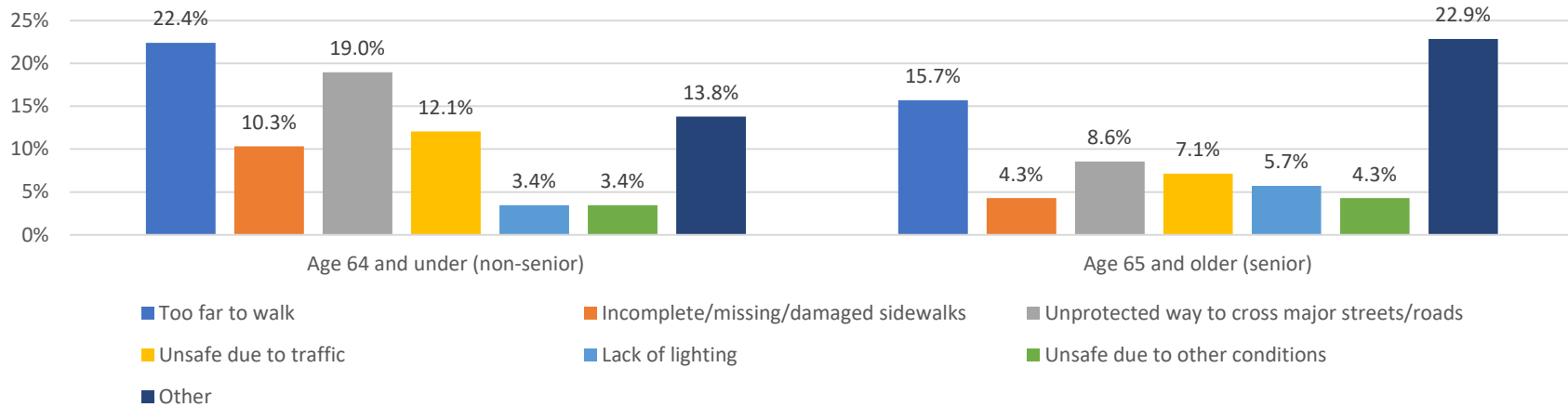
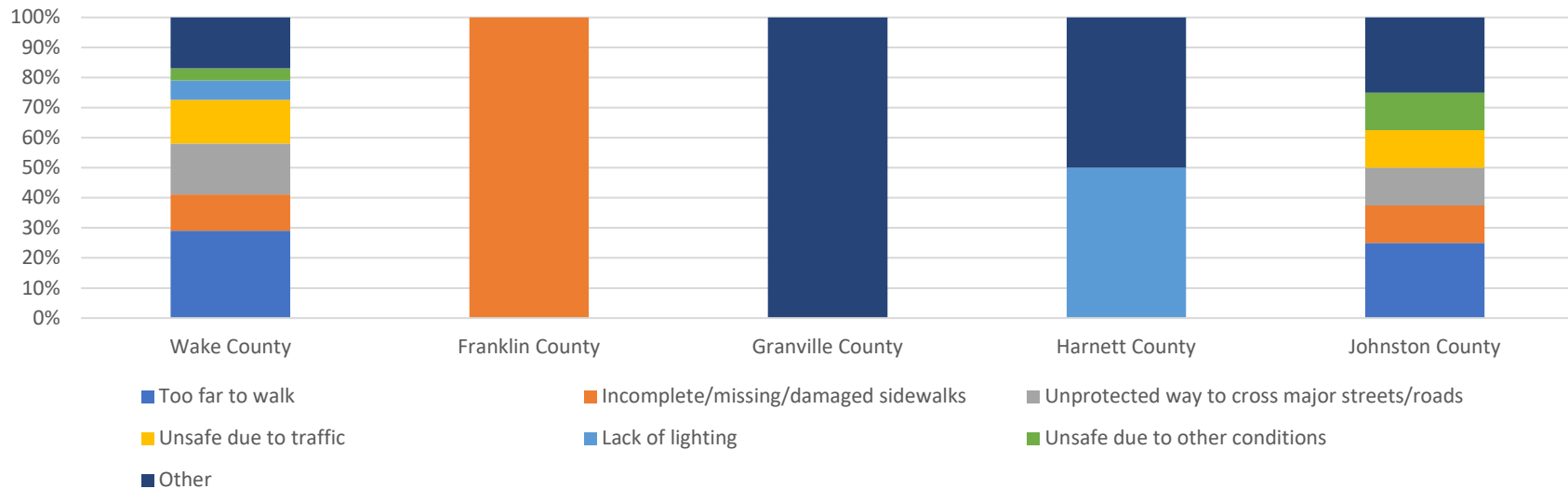


Exhibit F.16 Community Survey: Home county vs. Barriers to using public transportation



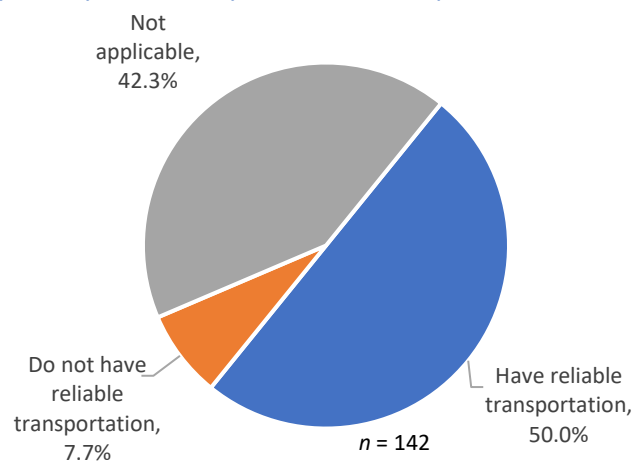
Question 12: Identify important social service destinations not accessible via current transportation services. (Open-ended.)

Requests for additional service to the UNC Health Center (Chapel Hill) is a fairly common request not only in this survey but also through discussion with participants at the various pop-up events. We recommend CAMPO's new Mobility Manager be tasked with exploring this matter further.

Responses to Questions 16, 17, and 18 include discussion of similar transportation needs.

Question 13: Do you have reliable transportation to/from work?

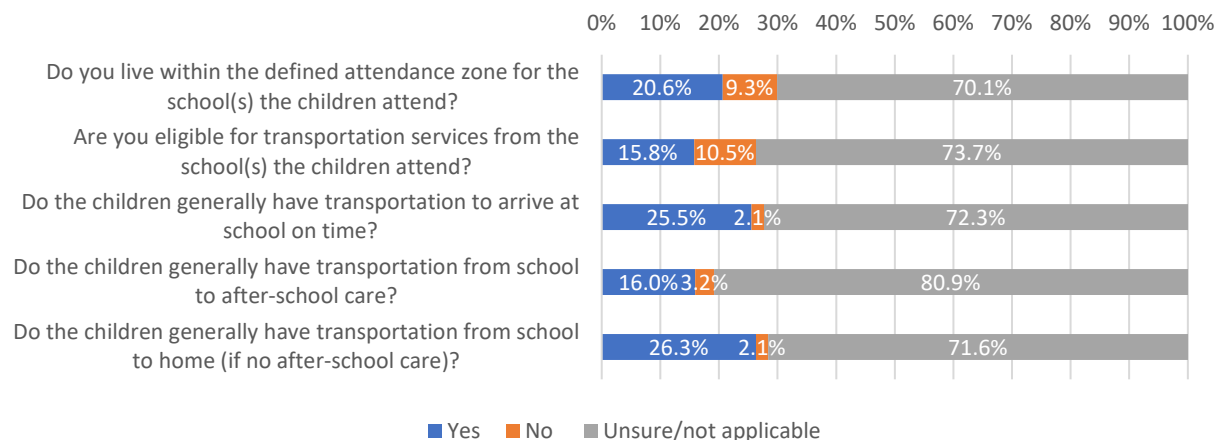
Exhibit F.17 Community Survey: Availability of reliable transportation to/from work



Question 14: Question specific to survey participants with one or more school-age children.

The most significant gaps appear to be in relation to families that do not live within the defined attendance zone for the school(s) the children attend, and who therefore are not eligible for school-provided transportation services.

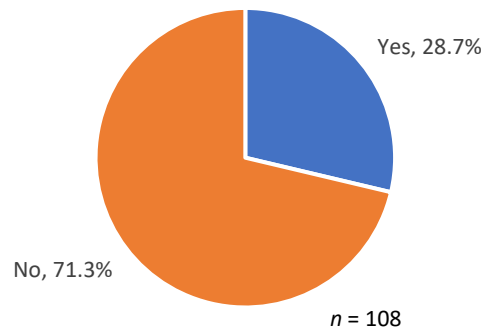
Exhibit F.18 Community Survey: Availability of transportation for school-age children



Question 15: Are there specific trips you regularly have trouble making?

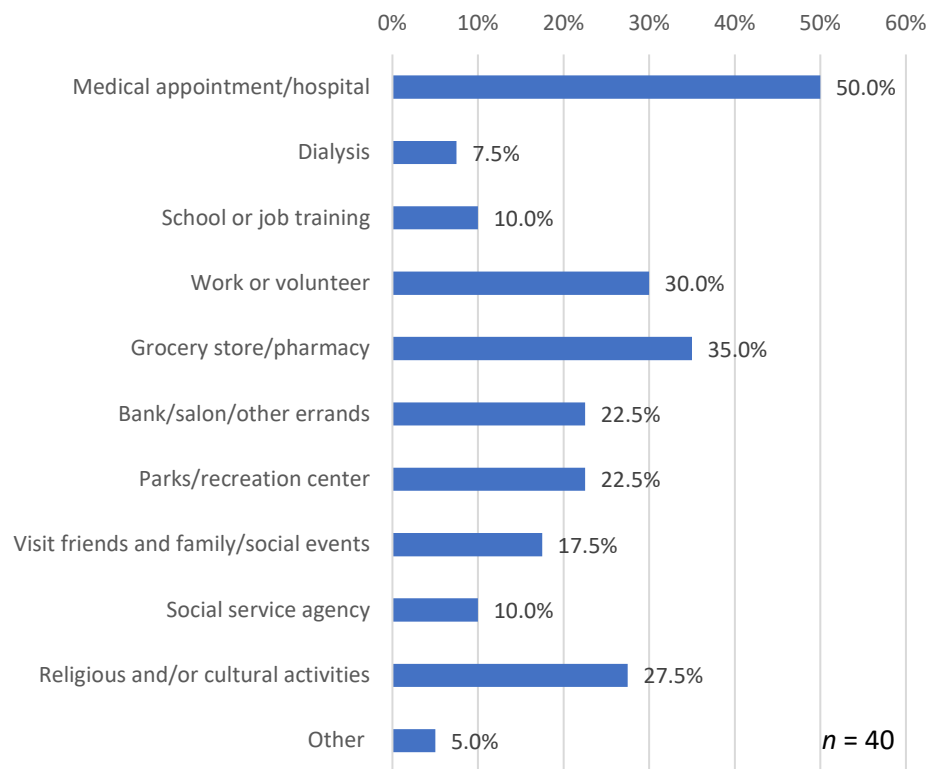
Nearly 28 percent of respondents said they have difficulty making a specific trip. Additional information was provided in Question 16.

Exhibit F.19 Community Survey: Difficulty making specific trips



Question 16: Where do you need or want to go that you have trouble getting transportation to?

Exhibit F.20 Community Survey: Difficulty making specific trips - destinations



Seniors (age 65 and older) were most likely to have difficulty accessing medical appointments, followed by trips to the grocery store/pharmacy and to work or volunteer. Non-seniors were more likely to lack access to work or volunteer, followed by medical appointments and grocery store/pharmacy.

Residents of Wake County reported having difficulty accessing the full range of response options, though medical appointments, work or volunteer, and grocery store/pharmacy garnered the most responses.

Exhibit F.21 Community Survey: Age vs. Difficulty making specific trips - destinations

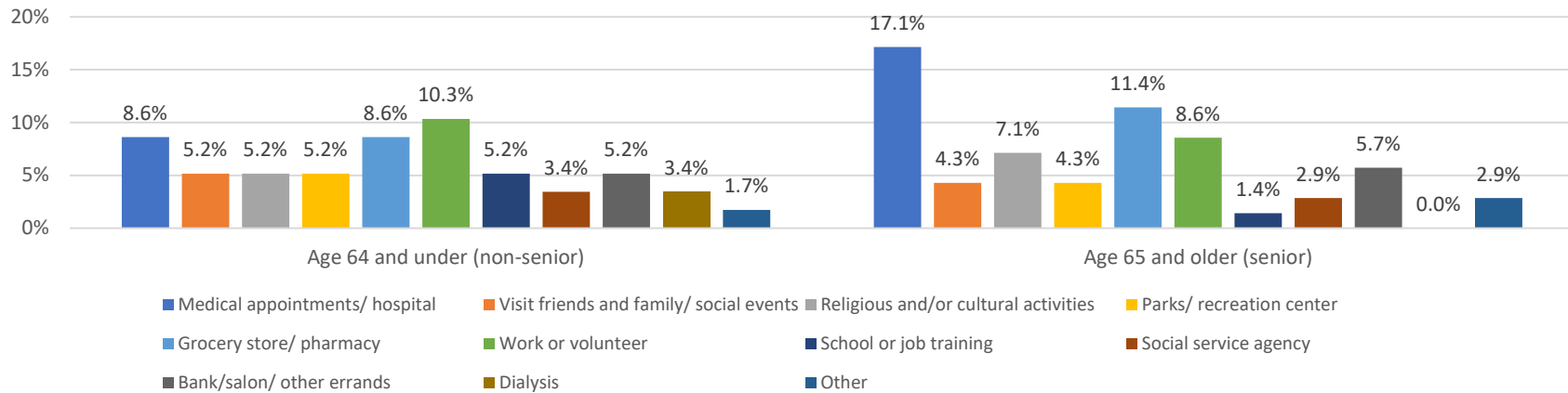
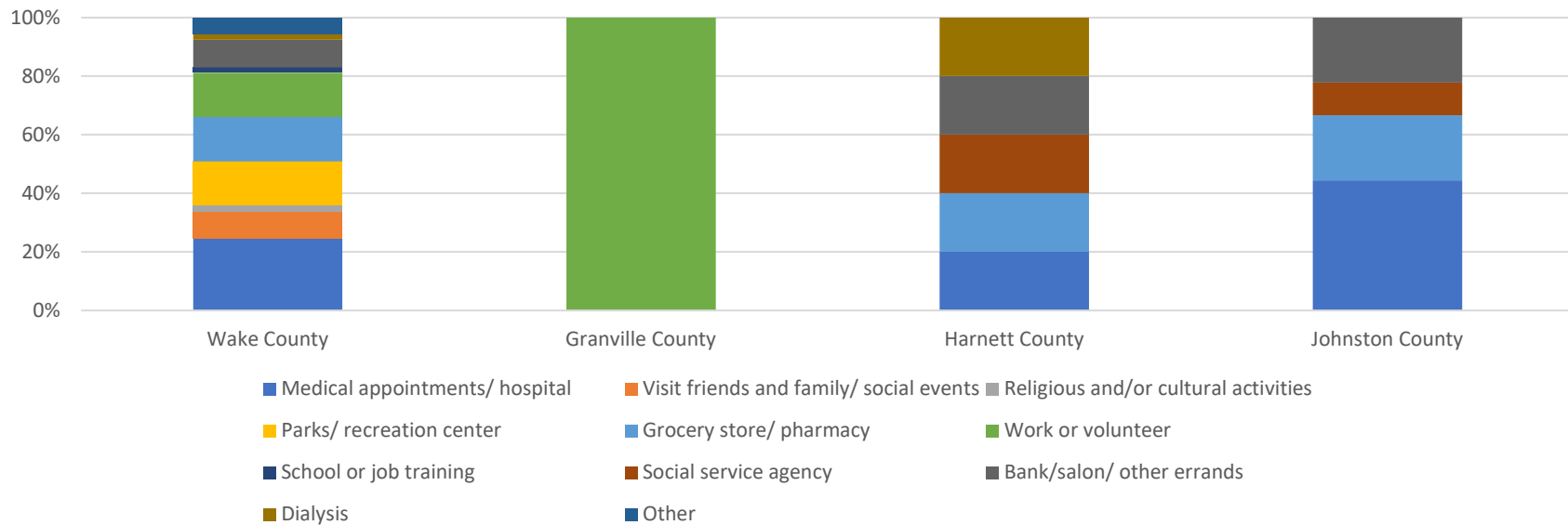


Exhibit F.22 Community Survey: Home county vs. Difficulty making specific trips – destinations



Question 17: What specific trips do you have trouble making?

While no specific trips were cited by multiple respondents, several types of trips did receive multiple mentions. These include trips by blind or visually impaired individuals as well as trips to employment, healthcare, dialysis, Raleigh, and RDU airport. Others did not indicate a specific trip but cited missed appointments due to unreliable pick-up times. Several of these trip types were also addressed under other questions within the survey.

Question 18: Additional comments regarding transportation needs.

The final question of the survey provided an opportunity for additional comments regarding transportation needs. Some specific comments received included the following, though each typically represented a single individual:

- Driving is difficult, prompting a need for transportation services, especially for:
 - Longer trips,
 - Trips into congested areas, and
 - Older adults who may not drive well at night.
- Need for more reliable dialysis transportation.
- Difficulties with existing transit systems, either due to unreliability (GoApex) or problems with the new system (GoRaleigh).
- Requests for service:
 - Extend GoCary Route 5 to Ten Ten Rd.
 - Expand GoCary service to RDU airport
 - Expand GoApex to the New Hill neighborhood
- A desire to see route numbers displayed on the rear of buses as well as on the front.
- Lower fares on QuickRide in Johnston County.
- Schedules that are easier to figure out.
- Schedules that are posted lower at the bus stop and have larger print.
- Service to the Garner Senior Center.
- Transportation to healthcare appointments in Franklin County.
- More funding for transit service in Johnston County.

Some observations based on the survey data as well as comments received at the various pop-up events:

- Transportation options linking Raleigh with various outlying communities is a somewhat common request. In actuality, there is some level of service available linking outlying communities with major healthcare centers in Raleigh. Therefore, we believe this may largely be a matter of public education especially among seniors and low-income persons (both of which may be beneficiaries of some form of publicly-subsidized healthcare).
- There are several private shuttle companies which provide access to the RDU Airport. Given the nature of this service (that is, linking individual residences with the airport), we believe the private sector is the most cost-effective means of addressing this need.

- One-way rides on Smithfield's Quick Ride were priced at six dollars. It's a highly customized service, and we conclude the current pricing is appropriate.
- Providing access to dialysis centers is important given the life-extending nature of this treatment. However, these facilities often seem to be located in inconvenient areas from a transit perspective, despite having many transportation-challenged clients. There are two potential approaches to addressing this: the provision of reliable transportation by a combination of ADA paratransit services, NEMT providers, and social/human service organizations; as well as counties offering incentives to dialysis clinics to locate near other medical providers, county services, and/or near existing bus routes.
- Finally, we are encouraged by the success experienced by a number of the newly formed on-demand services operating in less densely populated communities. Such on-demand services are often scalable, and provide platforms for testing dynamic pricing models.